

FIG. 1

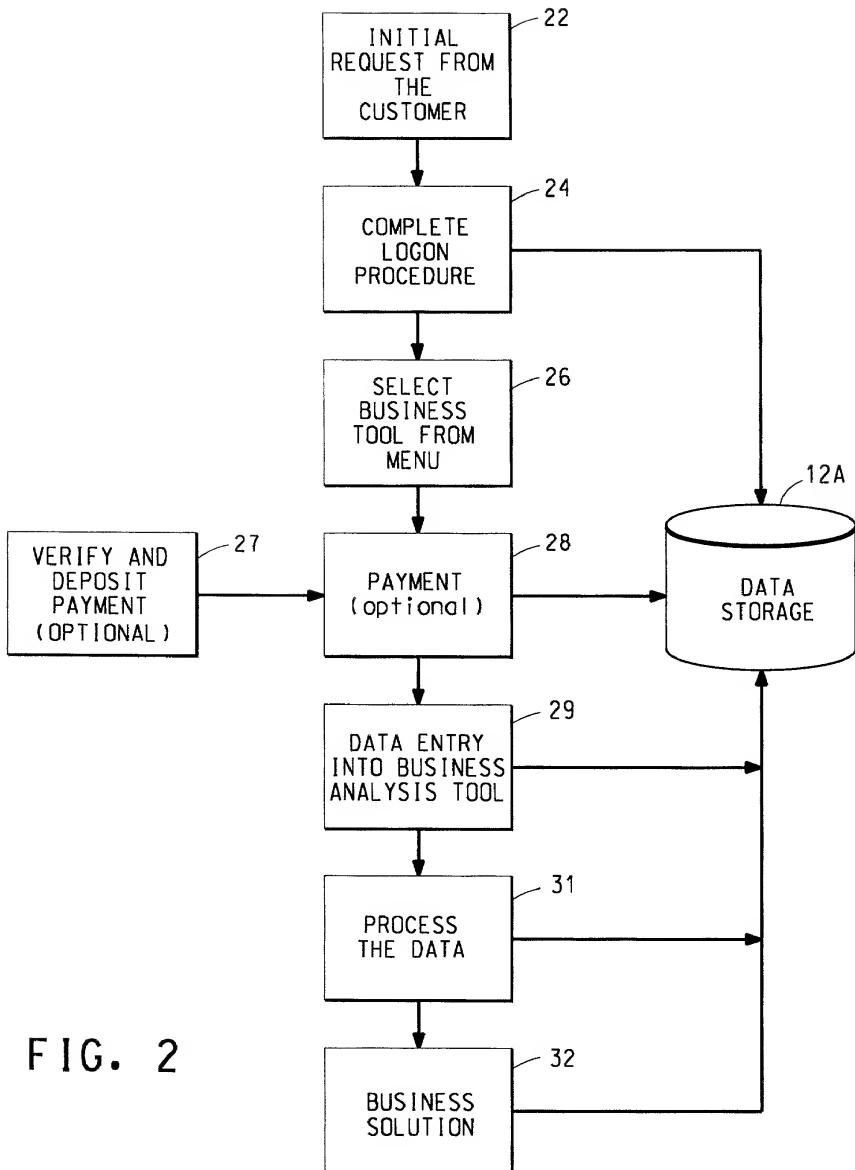
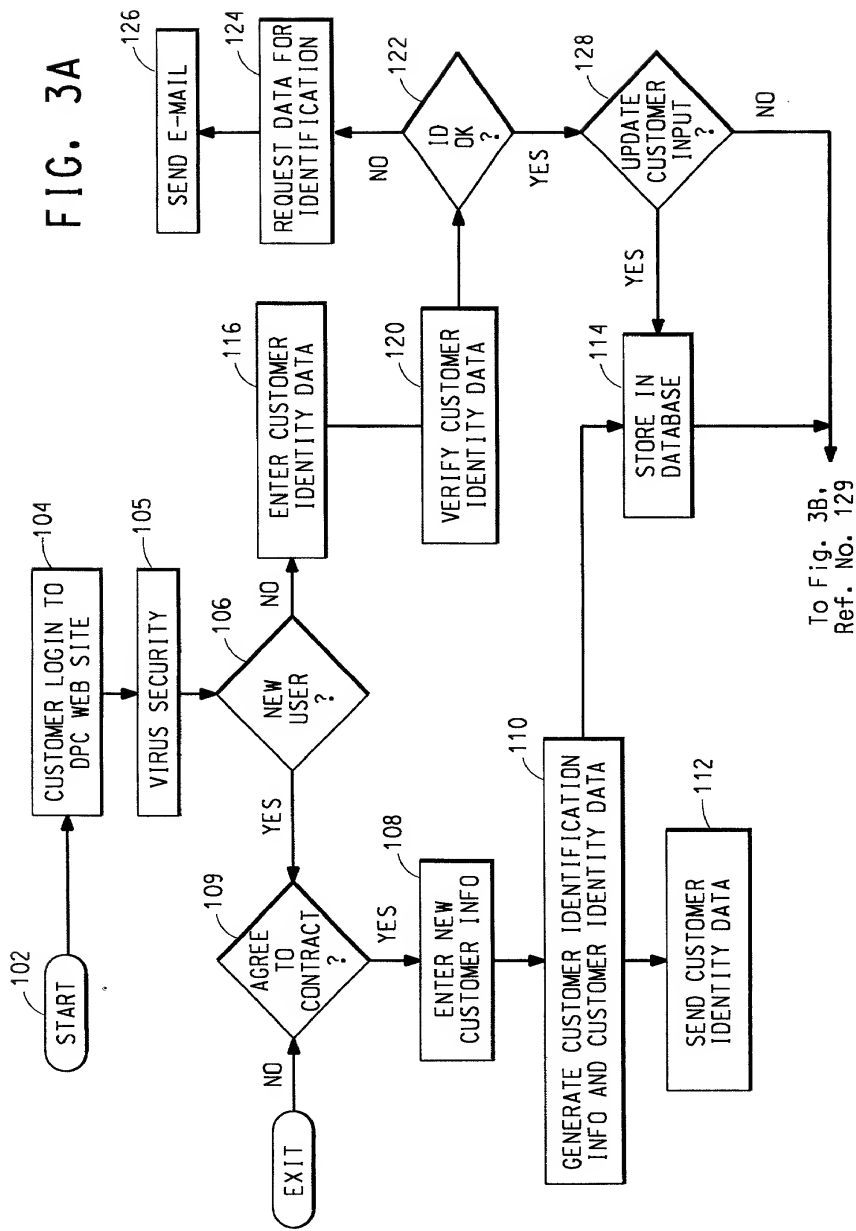


FIG. 2



To Fig. 3B,  
Ref. No. 129

From Fig. 3A,  
Ref. No. 114

From Fig. 3A,  
Ref. No. 128

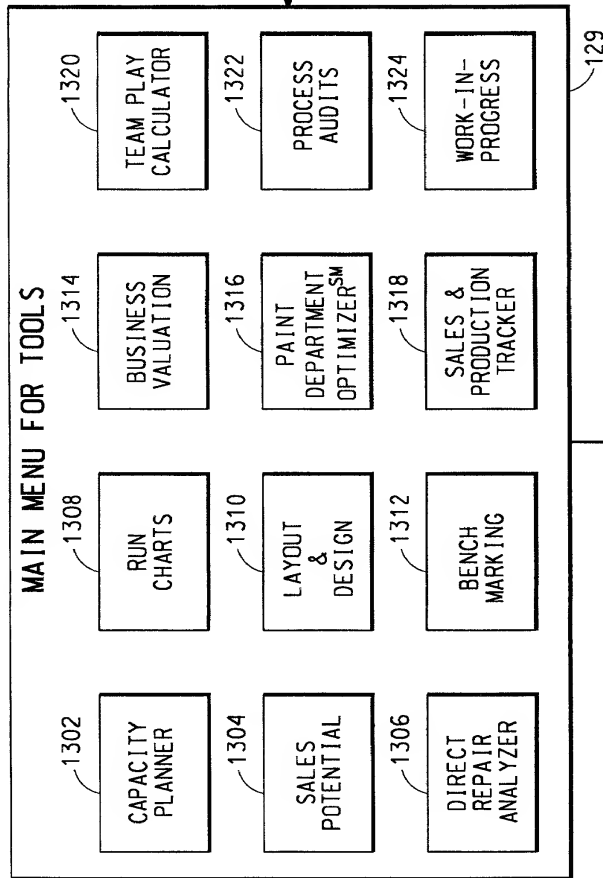


FIG. 3B

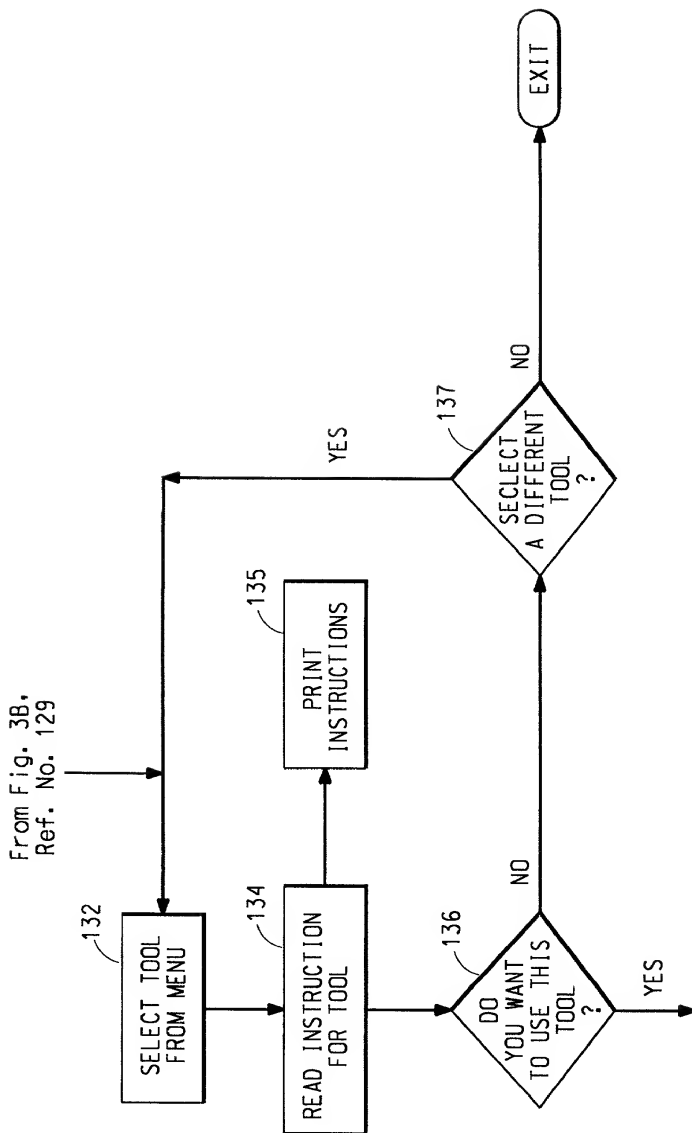
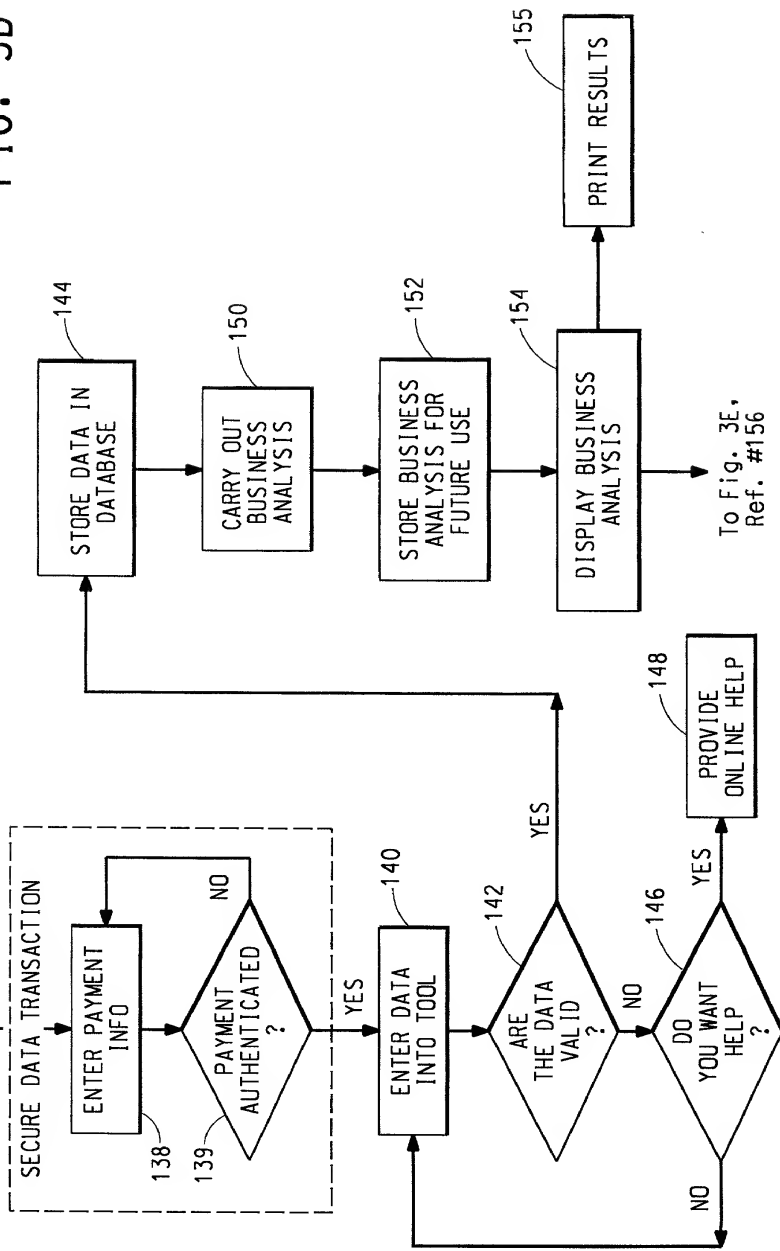


FIG. 3C

From Fig. 3C,  
Ref. #136



From Fig. 3D,  
Ref. # 154

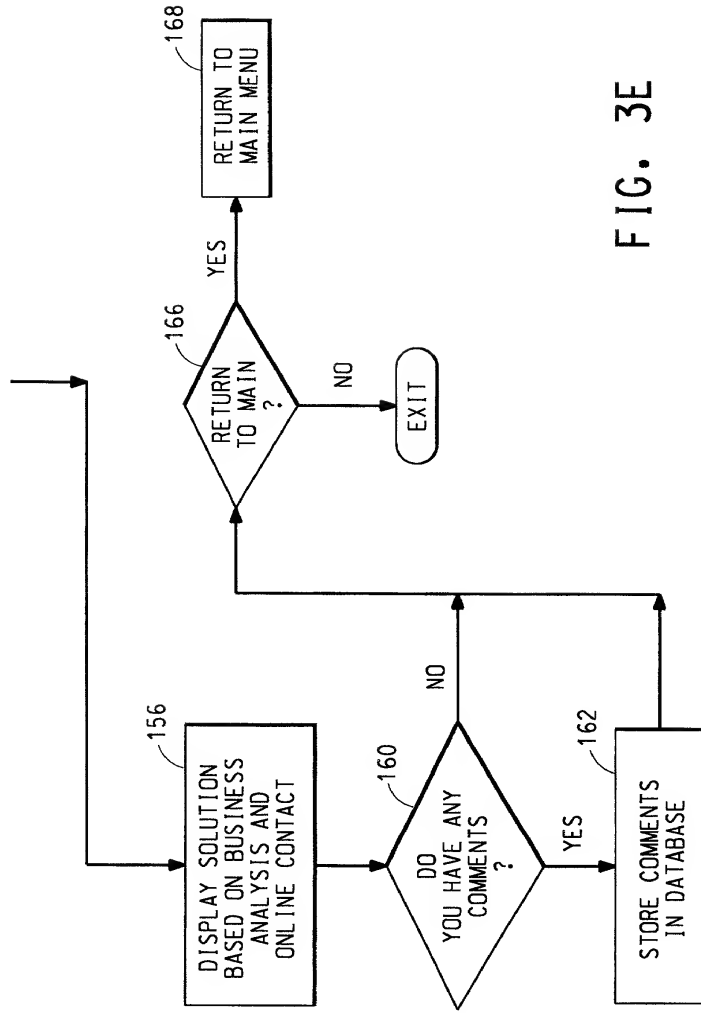
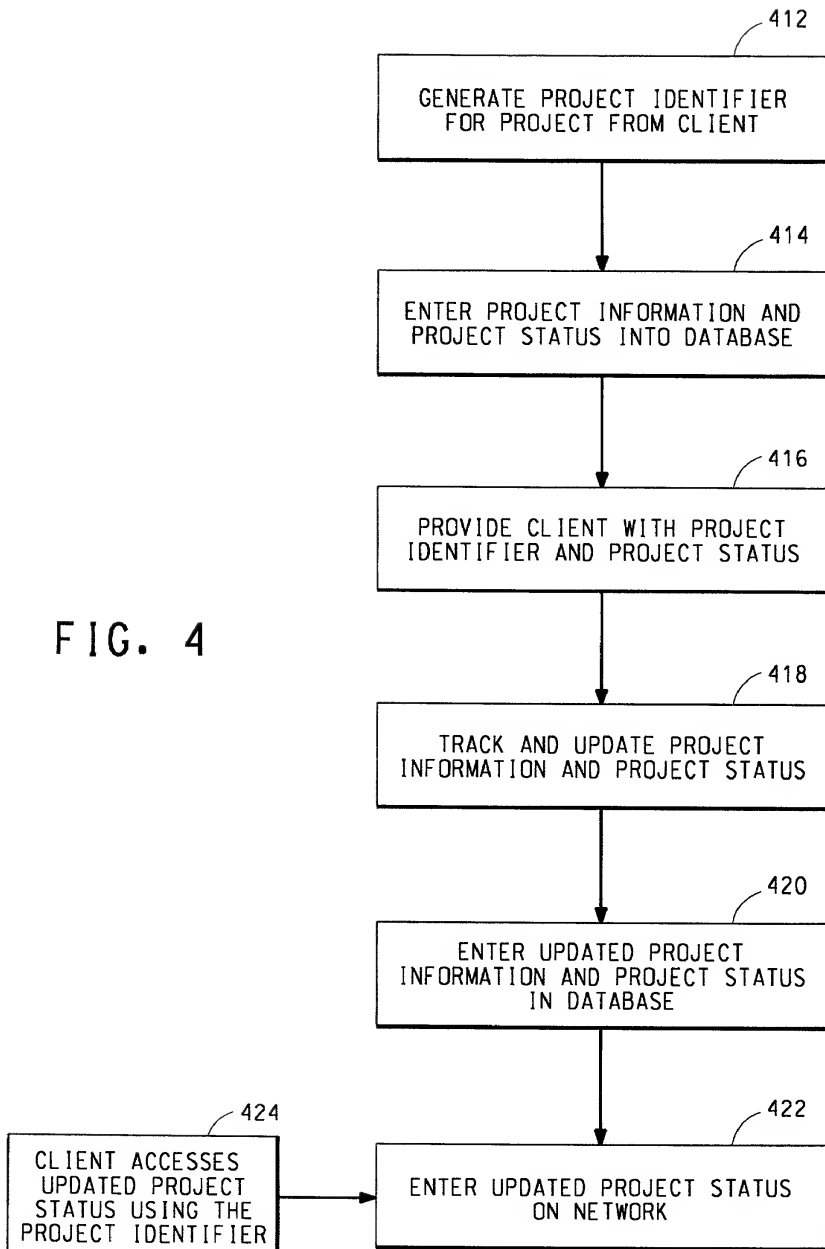


FIG. 3E







## DPC Solutions Business Web<sup>SM</sup>



[New Customer](#)   [Current Customer](#)

[Customer Status Check](#)

DPC Solutions Business Web<sup>SM</sup> is pleased to offer you the following 12 tools designed to help you analyze and improve your business:

1. Capacity Planning
2. Sales Potential
3. Direct Repair Program Analyzer (DPM)
4. Run Charts
5. Layout & Design
6. Benchmarking
7. Business Valuation
8. Paint Department Optimizer<sup>SM</sup>
9. Sales & Production Tracker
10. Team Pay Calculator
11. Process Audits
12. Work-in-Process

You can also click on the DuPont Solutions button and contract for services to help you improve your performance.

FIG. 5A



## New Customer Information

Account Name:	
Password:	
Password (Re-Enter):	
Group Name:	
Region:	
<input type="button" value="Submit"/>	

FIG. 5B

New Customer Information

Page 1 of 1



# New Customer Information



Official Shop Name:	
City:	
State:	
Zip Code:	
Shop Contact:	
Phone:	
<input type="button" value="Submit"/>	

FIG. 5C



## Customer Login

science and  
biology

Login:	<input type="text"/>
Password:	<input type="password"/>
Group Name:	<input type="text"/>
Region:	<input type="text"/>
<input type="submit" value="Submit"/>	

FIG. 5D



# Information Update

Login:	blake
Visa Card:	123456
Official Shop Name:	Morells Body and Pai
Street Address:	67 manor ave
City:	oaklyn
State:	nj
Zip Code:	08107
Study Date:	04/30/79
Shop Contact:	bill
Phone:	6241
<input type="button" value="Submit"/>	

FIG. 5E



# Customer Menu



Capacity Planner   Sales Potential   **DRP Analyzer**   Layout Design and Planner   Benchmarking  
Business Valuation   Process Audit   Paint Department Optimizer   Sales and Production Tracker   Team Pay Calculator   Work in Process

Edit Personal Info

Purpose | Background | Data Needed for Input | How to Use | Understanding the Output | Dupont Services

Go To Capacity Planner Application

FIG. 6A



## Current Capacity Analysis Information



### RO Data

Body Labor Hours per RO	7.9
Percent RO's Body Labor	96.3 %
Structural Labor Hours per RO	3.3
Structural Labor Hours using Floor System per RO	1.0
Percent RO's Structural	10.2 %
Refinish Labor Hours per RO	8.9
Percent RO's Refinish	88.9 %
Mechanical Labor Hours per RO	2.0
Percent RO's Mechanical	19.4 %
Parts Sales \$ per RO	\$600
Percent RO's Parts	64.8 %
Detail Labor Hours per RO	1.0
Percent RO's Detail	50.0 %
Sublet Sales \$ per RO	\$100
Percent RO's Sublet	21.3 %
Labor Rates per Hour	
Body Labor Rate	\$48.00
Structural Labor Rate	\$60.00
Refinish Labor Rate	\$32.00
Mechanical Labor Rate	\$65.00
Paint Materials Rate	\$20.00

FIG. 6BA

Detail Labor Rate	\$15.00
Average Repair Order \$ per RO	\$1,246
Manpower Efficiency	
Body Man Labor Efficiency	160.0 %
Painter Labor Efficiency	160.0 %
Mechanical Labor Efficiency	100.0 %
Detailer Labor Efficiency	100.0 %
Estimator Sales per Year	\$3,600,000
Annual Sales per Staff	\$480,000
Scheduled Labor Hours per Year	
Body Men & Helpers Scheduled Labor Hours per Year	2,250
Painters & Helpers Scheduled Labor Hours per Year	2,250
Mechanics Scheduled Labor Hours per Year	2,250
Detailers Scheduled Labor Hours per Year	2,250
Scheduled Operating Hours per Year	
Body Stalls Operating Hours per Year	2,250
Spray Booth Operating Hours per Year	2,250
Mechanical Operating Hours per Year	2,250
Office Operation Hours per Year	2,250
Booth Operations	
Spray Booths Cycle Time Hours	1.5
Spray Booth Redos per Period	0.0
Shop FT2	10,000

FIG. 6BB



Current Components	
Description	
Body Stalls	12
Body Men & Helpers	7
Frame Machines	1
Prep Stalls	5
Spray Booths	2
Cool Down	2
Painter & Helpers	4
Mechanical Stalls	2
Mechanics	1
Detail Stalls	1
Detailers	1
Estimators	3
Staff Including Estimators	5

Modify Current Information

Perform Capacity Analysis

FIG. 6BC

Capacity Analysis



# Capacity Analysis

science and  
biology

Description	Current Components	Cars per Year	Sales \$ per Year	Add or Subtract	Future Components	Cars per Year	Sales \$ per Year
Body Stalls	12	5,603	\$6,980,264	0	12	5,603	\$6,980,264
Body Men & Helpers	7	3,132	\$3,901,485	0	7	3,132	\$3,901,485
Frame Machines	1	10,695	\$13,323,367	0	1	10,695	\$13,323,367
Prep Stalls	5	2,807	\$3,497,018	0	5	2,807	\$3,497,018
Spray Booths	2	3,000	\$3,737,204	0	2	3,000	\$3,737,204
Cool Down	2	3,000	\$3,737,204	0	2	3,000	\$3,737,204
Painter & Helper	4	1,820	\$2,267,234	0	4	1,820	\$2,267,234
Mechanical Stalls	2	11,598	\$14,447,955	0	2	11,598	\$14,447,955
Mechanical	1	5,799	\$7,223,978	0	1	5,799	\$7,223,978

FIG. 6CA

Detail Stalls	1	4,500	\$5,605,807	<input type="text" value="0"/>	<input type="text" value="1"/>	4,500	\$5,605,807
Detailers	1	4,500	\$5,605,807	<input type="text" value="0"/>	<input type="text" value="1"/>	4,500	\$5,605,807
Estimators	3	2,890	\$3,600,000	<input type="text" value="0"/>	<input type="text" value="3"/>	1,927	\$2,400,000
Staff Including Estimators	5	1,927	\$2,400,000	<input type="text" value="0"/>	<input type="text" value="5"/>	1,927	\$2,400,000

Calculate

Reset

The DuPont Solution

View All Data

Main Menu | Online Help

FIG. 6CB



## Shop Data

RO Data	Value	Min	Max
Body Labor Hours per RO		0.0	50.0
Percent RO's Body Labor		0.0%	100.0%
Structural Labor Hours per RO		0.0	50.0
Structural Labor Hours using Floor System per RO		0.0	50.0
Percent RO's Structural		0.0%	100.0%
Refinish Labor Hours per RO		0.0	50.0
Percent RO's Refinish		0.0%	100.0%
Mechanical Labor Hours per RO		0.0	50.0
Percent RO's Mechanical		0.0%	100.0%
Parts Sales per RO		\$0	\$10,000
Percent RO's Parts		0.0%	100.0%

FIG. 6DA

Detail Labor Hours per RO	<input type="text"/>	0.0	5.0
Percent RO's Detail	<input type="text"/>	0.0%	100.0%
Sublet Sales per RO	<input type="text"/>	\$0	\$1,000
Percent RO's Sublet	<input type="text"/>	0.0%	100.0%
Labor \$ Rates per Hour	Value	Min	Max
Body Labor Rate	<input type="text"/>	\$20.00	\$50.00
Structural Labor Rate	<input type="text"/>	\$20.00	\$100.00
Refinish Labor Rate	<input type="text"/>	\$20.00	\$50.00
Mechanical Labor Rate	<input type="text"/>	\$20.00	\$100.00
Paint Materials Rate	<input type="text"/>	\$10.00	\$50.00
Detail Labor Rate	<input type="text"/>	\$0.00	\$25.00
Average Repair Order \$ per RO	Calculate Average Repair Order \$ per RO		

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FIG. 6DB



# Shop Layout

Manpower Efficiency	
Body Man Labor Efficiency	Value Min Max
	50 100% 300%
Painter Labor Efficiency	150 100% 300%
Mechanical Labor Efficiency	150 50% 300%
Detailer Labor Efficiency	200 50% 300%
Estimator Sales Dollars per Year	750000 \$400,000 \$1,500,000
Annual Sales Dollars per Staff	350000 \$200,000 \$1,000,000
Scheduled Labor Hours	
Body Men & Helpers Scheduled Labor Hours per Year	2000 1,500 2,500
Painters & Helpers Scheduled Labor Hours per Year	1800 1,500 2,500
Mechanics Scheduled Labor Hours per Year	1800 1,500 2,500
Detailers Scheduled Labor Hours per Year	1800 1,500 2,500
Scheduled Operating Hours	
Body Stalls Operating Hours per Year	1850 1,500 2,500

FIG. 6EA

Spray Booth Operating Hours per Year	<div>1850</div>	1,500	2,500
Mechanical Operating Hours per Year	<div>2000</div>	1,500	2,500
Office Operation Hours per Year	<div>2500</div>	1,500	2,500
Booth Operations			
Spray Booths Cycle Time Hours	<div>4</div>	0.25	5
Spray Booth Redos per Period	<div>5000</div>	0	10,000
Shop FT2	<div>50000</div>	0	100,000

Next

FIG. 6EB



## Shop Layout

<b>Components</b>	<input type="text" value="0"/>
<b>Body Stalls</b>	<input type="text" value="0"/>
<b>Body Men &amp; Helpers</b>	<input type="text" value="0"/>
<b>Frame Machines</b>	<input type="text" value="0"/>
<b>Prep Stalls</b>	<input type="text" value="0"/>
<b>Spray Booths</b>	<input type="text" value="0"/>
<b>Cool Down</b>	<input type="text" value="0"/>
<b>Painter &amp; Helpers</b>	<input type="text" value="0"/>
<b>Mechanical Stalls</b>	<input type="text" value="0"/>
<b>Mechanics</b>	<input type="text" value="0"/>
<b>Detail Stalls</b>	<input type="text" value="0"/>
<b>Detailers</b>	<input type="text" value="0"/>
<b>Estimators</b>	<input type="text" value="0"/>
<b>Staff Including Estimators</b>	<input type="text" value="0"/>

Next →

FIG. 6EC





# Customer Menu



Capacity Planner	Sales Potential	DRP Analyzer	Run Charts	Layout Design and Planner	Benchmarking
Business Valuation	Process Audit	Paint Department Optimizer	Sales and Production Tracker	Team Pay Calculator	Work in Process
Edit Personal Info					

Purpose | Background | Data Needed for Input | How to Use | Understanding the Output | Dupont Services

Go To Sales Potential Application

FIG. 7A

Sales Potential



## Sales Potential

science and  
biology

Sales Potential based on Labor Utilization		
Description	Current	Target
Bodymen & Helpers	5	5
Painters & Helpers	3	3
Number of Technicians, Body & Paint	8	8
Clock Hr per week per tech	40	40
Work weeks per Year	50	50
Average Technician Proficiency body & paint	150	165
Total Flag Hours Produced	24,000	26,400
Discounted Insurance Labor Rate	\$4.17 /hr	\$4.17 /hr

FIG. 7BA

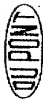
Annual Labor Sales \$ body & paint	100000	\$110,000
Potential for Increased Labor Sales		\$10,000
Current Facilities Labor Utilization %	90.9 %	100 %
Labor as % of Total Sales	55	55.0 %
Potential Increase in Total Sales \$		\$18,182

Calculate

The DuPont Solution

Main Menu Online Help

FIG. 7BB



# Customer Menu



- Capacity Planner
- Business Valuation
- Sales Potential
- Process Audit
- DRP Analyzer
- Paint Department Optimizer
- Run Charts
- Sales and Production Tracker
- Layout Design and Planner
- Team Pay Calculator
- Benchmarking
- Work In Process

Edit Personal Info

Purpose | Background | Data Needed for Input | How to Use | Understanding the Output | Dupont Services

Go To: DRP Analyzer Application

FIG. 8A



# Insurance Company Rating System

	USAA	Met. Group	Company Name					CA State AA	Liberty Mut.
			Prudential	Hartford					
Volume Of Business	10	20	30	30				30	50
Profitability by RO	100	25	25	25				25	75
Discounting Required	80	20	60	60				60	60
Adjuster Fairness	100	75	25	25				75	125
Ease of Proc./Reporting	100	100	75	75				25	25
Ease/Timeliness of Payment	60	60	15	45				15	15
Ease of getting supplements	100	75	75	25				75	125
Parts Policies	100	75	75	25				25	50
Paint Cap Restrictions	40	20	10	30				10	50
Ethical Practices	100	50	25	25				75	25
Total	790	520	415	365				415	600

Update Data

Add Companies

The DuPont Solution

Main Menu Online Help

FIG. 8BA



# Insurance Company Rating System



Factor	Company Name
Volume of Business	
Profitability by RO	
Discounting Required	
Adjuster Fairness	
Ease of Proc./Reporting	
Ease/Timeliness of Payment	
Ease of getting supplements	
Parts Policies	
Paint Cap Restrictions	
Ethical Practices	

Update Data Add Companies

Main Menu Online Help

FIG. 8BB

science and  
biology

<b>Factor</b>	<b>Company Name</b>
<b>Volume of Business</b>	
<b>Profitability by RO</b>	
<b>Discounting Required</b>	
<b>Adjuster Fairness</b>	
<b>Ease of Proc./Reporting</b>	
<b>Ease/Timeliness of Payment</b>	
<b>Ease of getting supplements</b>	
<b>Parts Policies</b>	
<b>Paint Cap Restrictions</b>	
<b>Ethical Practices</b>	

## Submit Data

<a href="#">Main Menu</a>	<a href="#">Online Help</a>
---------------------------	-----------------------------

FIG. 8BC

102290 11426860



# Customer Menu



- Capacity Planner
- Business Valuation
- Sales Potential
- Process Audit
- DRP Analyzer
- Paint Department Optimizer
- Run Charts
- Sales and Production Tracker
- Layout Design and Planner
- Team Pay Calculator
- Benchmarking
- Work In Process

Edit Personal Info

Purpose | Background | Data Needed for Input | How to Use | Understanding the Output | Dupont Services

Go To Run Charts Application

FIG. 9A



Run Charts



# Run Charts



- |  |   |
|--|---|
| <input type="checkbox"/> Closing Ratio Each Week                   | <input type="checkbox"/> Comebacks Each Week                          |
| <input type="checkbox"/> Redos Each Week                           | <input type="checkbox"/> Bodyman Proficiency Each Week                |
| <input type="checkbox"/> Painter Proficiency Each Week             | <input type="checkbox"/> Booth Cycle Time Each Week                   |
| <input type="checkbox"/> % On Time Delivery Each Week              | <input type="checkbox"/> \$ per Day to Deliver Each Week              |
| <input type="checkbox"/> Gross Profit \$ per Clock Hours Per Month | <input type="checkbox"/> Avg # of P-Page items per estimate Each Week |
| <input type="checkbox"/> Customer Service Index Per Month          | <input type="checkbox"/> Parts Sales \$ to Labor Sales \$ Per Month   |

[View Charts](#)

[Customize Charts](#)

[Add New Data](#)

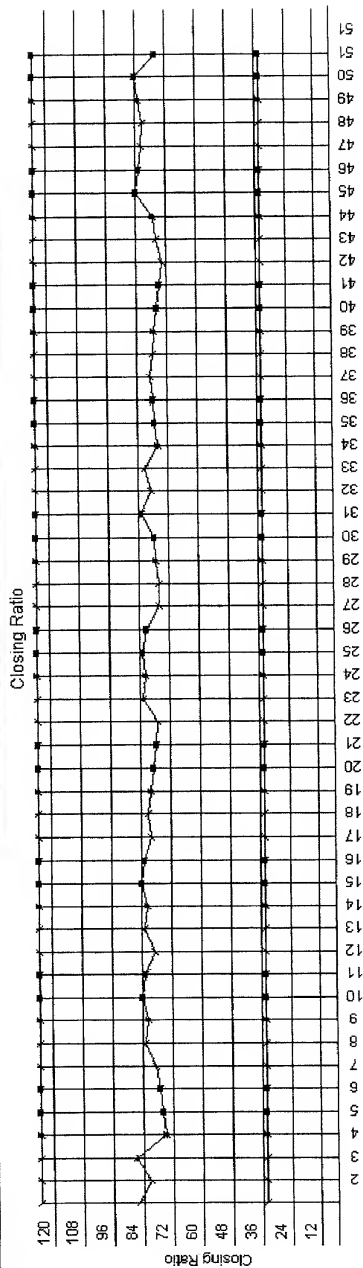
[Update Existing Data](#)

[Main Menu](#) [Online Help](#)

FIG. 9BA



# Run Charts



[Back to Choices](#)

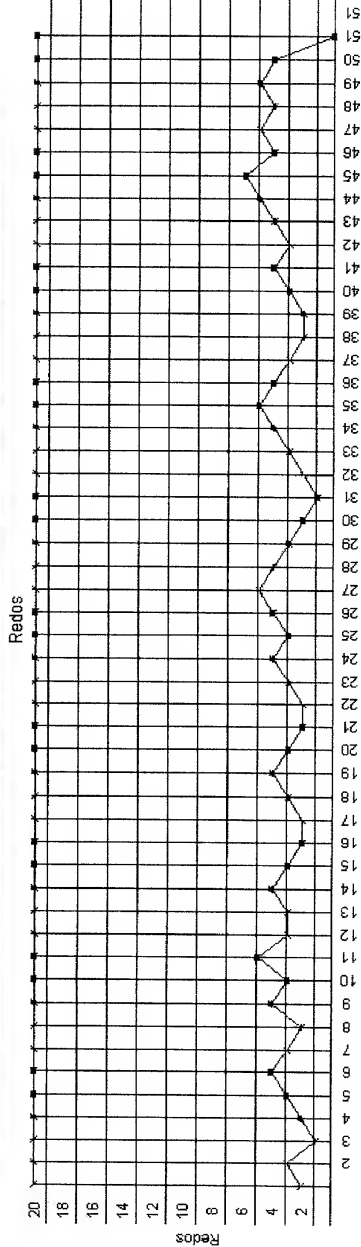
[The DuPont Solution](#)

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FIG. 9BB



# Run Charts



[Back to Choices](#)

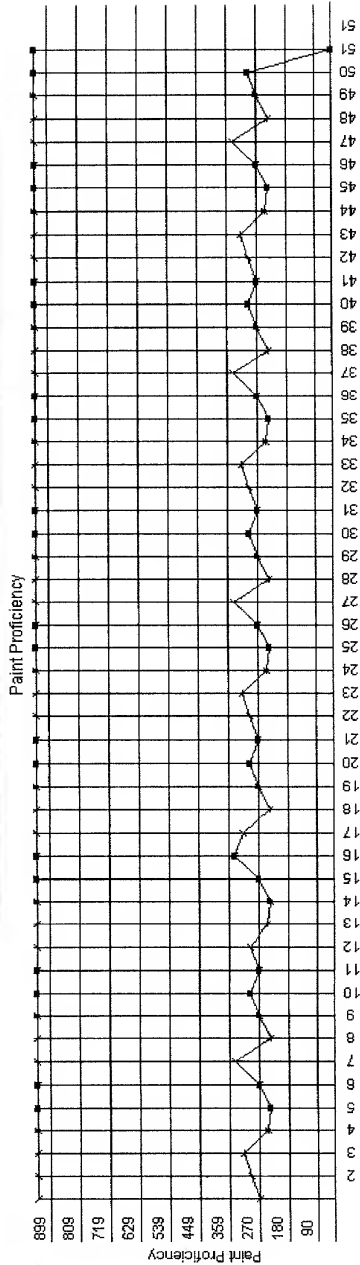
[The DuPont Solution](#)

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FIG. 9BC



# Run Charts



[Back to Choices](#)

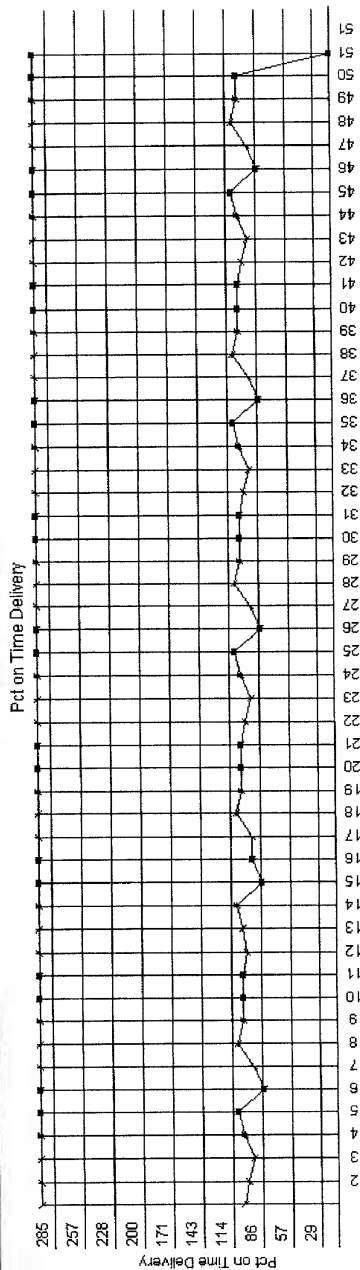
[The DuPont Solution](#)

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FIG. 9BD



# Run Charts



[Back to Choices](#)

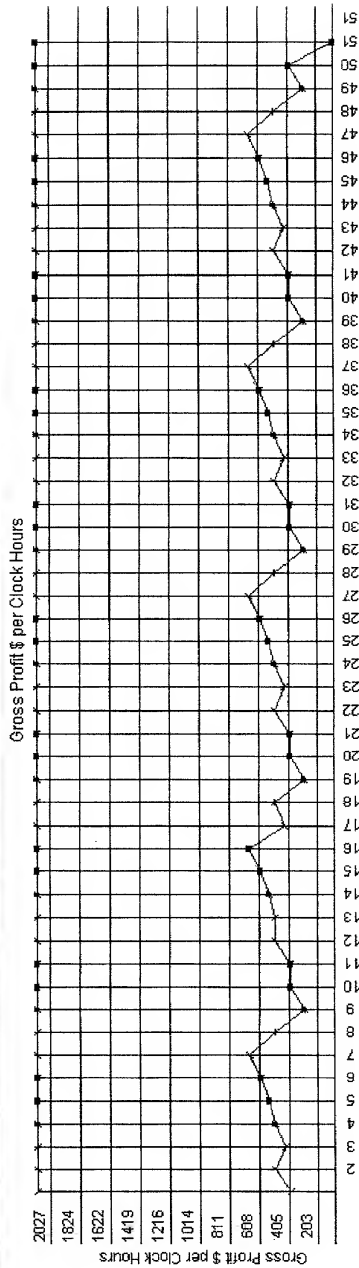
[The DuPont Solution](#)

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FIG. 9BE



# Run Charts



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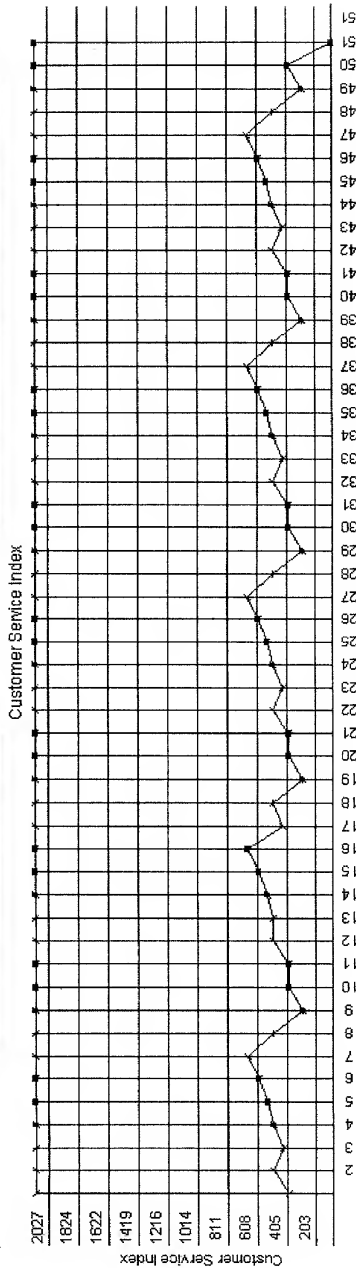
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FIG. 9BF



# Run Charts



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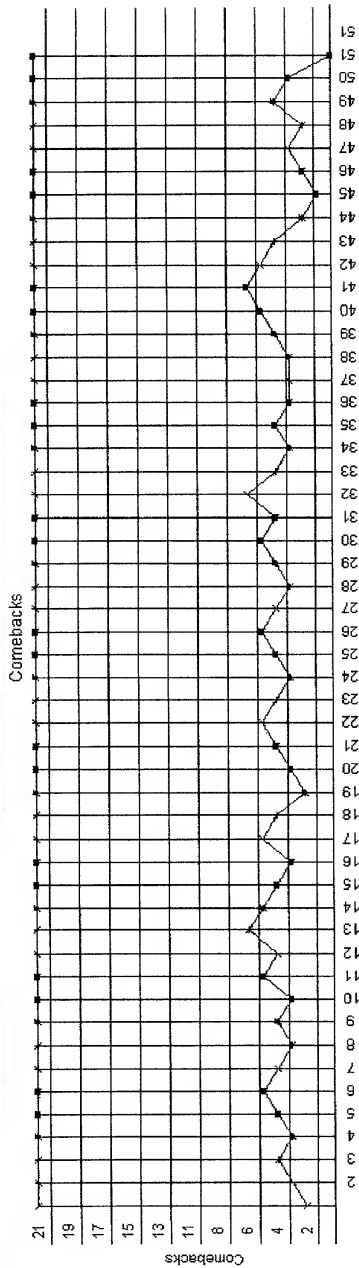
[The DuPont Solution](#)

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FIG. 9BG



# Run Charts



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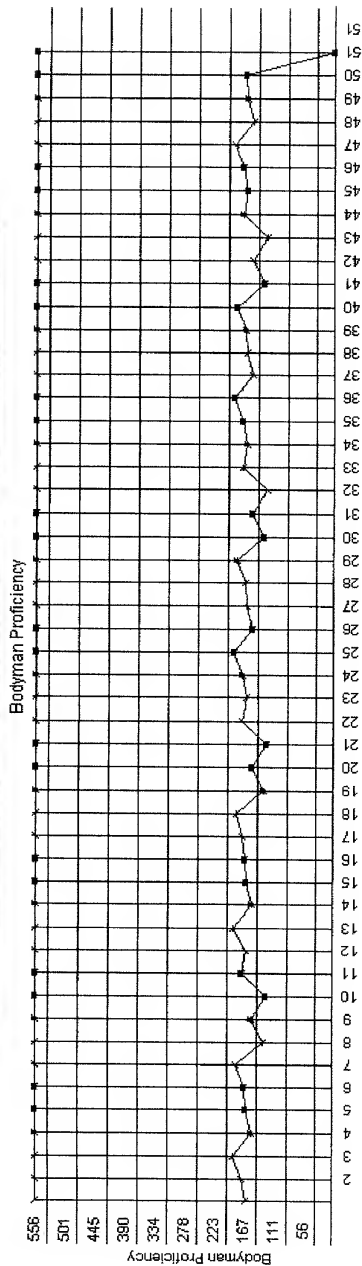
[Main Menu](#) [Online Help](#)

FIG. 9BH





# Run Charts



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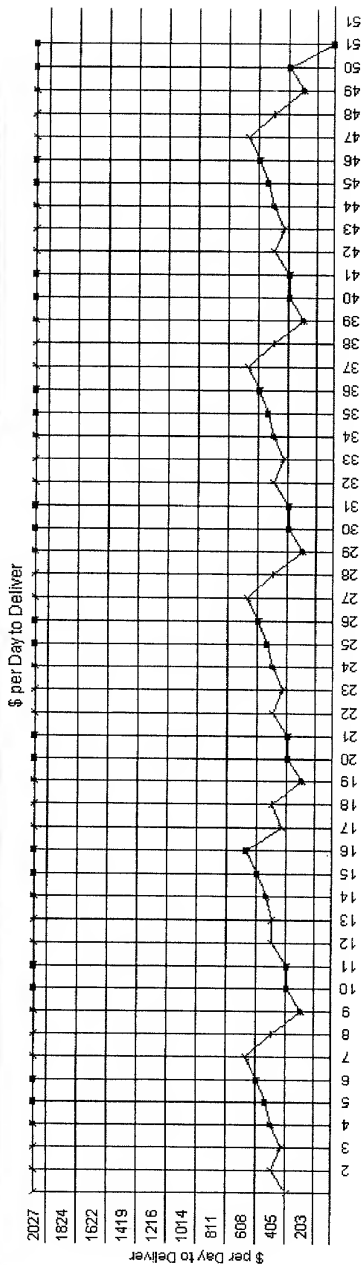
Main Menu Online Help

FIG. 98I



# Run Charts

science and  
biology



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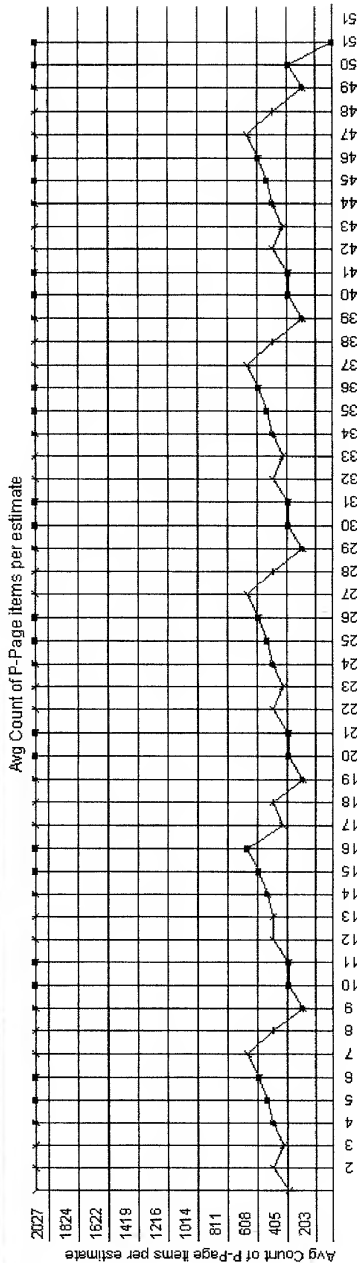
[Main Menu](#) | [Online Help](#)

FIG. 9BJ



# Run Charts

science and  
biology



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[The DuPont Solution](#)

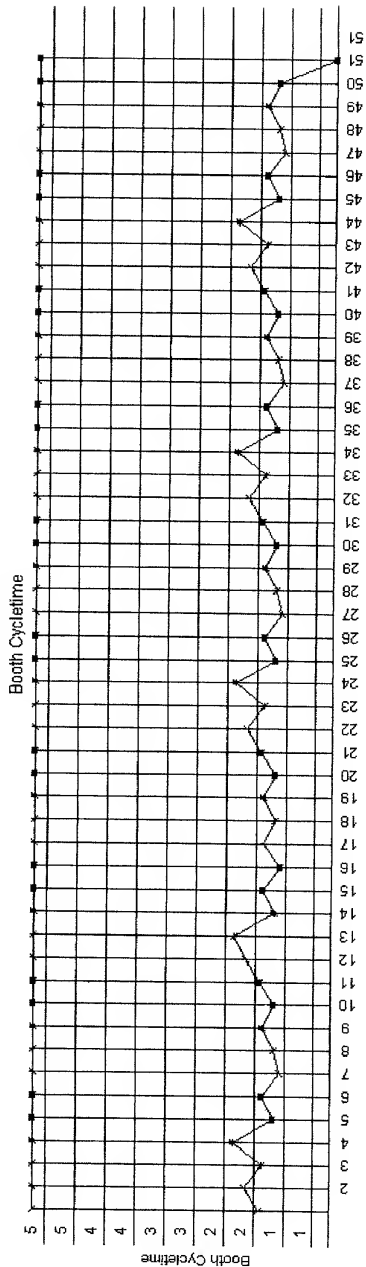
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FIG. 9BK



# Run Charts

science and  
biology



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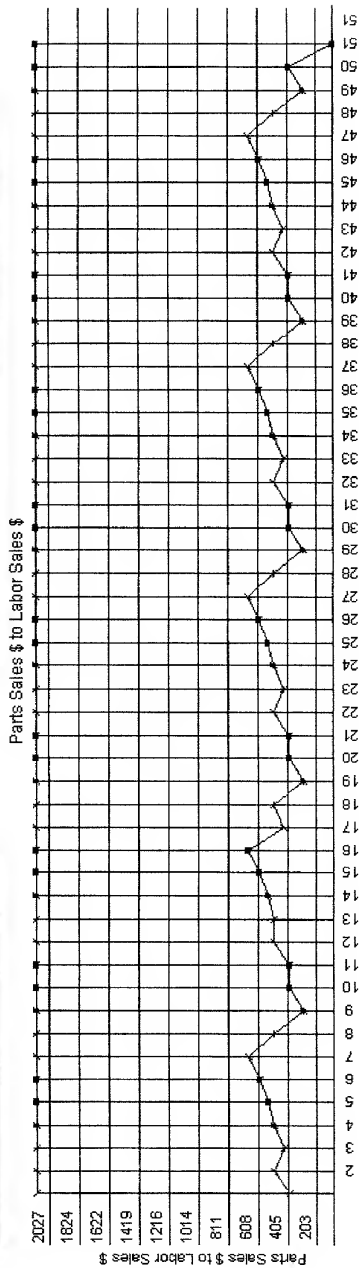
Main Menu | Online Help

FIG. 9BL



science and  
biology

## Run Charts



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FIG. 9BM



## Customize Charts

science and  
biology

Width	<input type="text" value="950"/>
Height	<input type="text" value="300"/>
Background Color	<input type="text" value="White"/>
Field Color	<input type="text" value="White"/>
Grid Color	<input type="text" value="Black"/>
Line Color	<input type="text" value="Red"/>
Line Thickness	<input type="text" value="2"/>
Font Color	<input type="text" value="Blue"/>
Font Type	<input type="text" value="Arial"/>
Font Height	<input type="text" value="10"/>
Quality	<input type="text" value="100"/>
Show Legend?	<input type="text" value="No"/>
Show Points?	<input type="text" value="Yes"/>
Show X Grid?	<input type="text" value="Yes"/>
Show Y Grid?	<input type="text" value="Yes"/>
Show Zero?	<input type="text" value="No"/>

Save Changes

Reset Default Values

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FIG. 9BN



# Add Run Chart Data

Point	Closing Ratio	Comebucks	Redos	Bodyman Proficiency	Painter Proficiency	Booth Cycle Time	% on Time Delivery	\$ per Day to Deliver
1	52							
2	53							
3	54							
4	55							
5	56							
6	57							
7	58							
8	59							
9	60							
10	61							
11	62							
12	63							
13	64							
14	65							
15	66							
16	67							
17	68							
18	69							
19	70							
20	71							
21	72							
22	73							
23	74							
24	75							

Submit Changes

Update Existing Data

Choose Charts for Viewing

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[Online Help](#)

FIG. 980



Database Updated



[Back](#)

FIG. 9BP





# Update Run Chart Data

Point	Closing Ratio	Combacks	Rebs	Bodyman Proficiency	Painter Proficiency	Booth Cycle Time	Booth Time Delivery	\$ per Day to Deliver
1	80.0	2.0	2.0	160.0	225.0	1.25	90.0	300.0
2	75.0	3.0	3.0	170.0	250.0	1.5	85.0	400.0
3	81.0	4.0	1.0	185.0	275.0	1.2	80.0	335.0
4	69.0	3.0	2.0	150.0	200.0	1.7	90.0	400.0
5	70.0	4.0	3.0	160.0	190.0	1.0	95.0	445.0
6	71.0	5.0	4.0	165.0	225.0	1.2	70.0	500.0
7	73.0	4.0	3.0	180.0	300.0	0.9	80.0	580.0
8	77.0	3.0	2.0	130.0	190.0	1.0	95.0	400.0
9	76.0	4.0	4.0	150.0	225.0	1.2	90.0	200.0
10	78.0	3.0	3.0	125.0	250.0	1.0	85.0	300.0
11	77.0	5.0	5.0	170.0	225.0	1.25	90.0	300.0
12	73.0	4.0	3.0	160.0	250.0	1.5	85.0	400.0
13	74.0	5.0	2.0	170.0	275.0	1.2	80.0	335.0
14	77.0	6.0	3.0	185.0	200.0	1.7	90.0	400.0
15	76.0	5.0	4.0	150.0	190.0	1.0	95.0	445.0
16	78.0	4.0	3.0	160.0	225.0	1.2	50.0	500.0
17	77.0	3.0	2.0	165.0	300.0	0.9	80.0	580.0
18	75.0	4.0	3.0	180.0	190.0	1.0	95.0	400.0
19	74.0	2.0	4.0	130.0	225.0	1.2	90.0	200.0
20	73.0	3.0	3.0	150.0	250.0	1.0	85.0	300.0
21	72.0	4.0	2.0	125.0	225.0	1.25	90.0	300.0
22	71.0	5.0	2.0	170.0	250.0	1.5	85.0	400.0
23	77.0	4.0	3.0	160.0	275.0	1.2	80.0	335.0
24	75.0	3.0	4.0	170.0	200.0	1.7	90.0	400.0

Delete Current Row

Submit Changes

Add New Data

Choose Charts for Viewing

Main Menu Online Help

FIG. 9B0



# Customer Menu



- Capacity Planner
- Sales Potential
- DRP Analyzer
- Paint Department Optimizer
- Process Audit
- Business Valuation
- Layout Design and Planner
- Team Pay Calculator
- Benchmarking
- Work In Process

Edit Personal Info

Purpose | Background | Data Needed for Input | How to Use | Understanding the Output | Dupont Services

Go To Layout Design and Planner Application

FIG. 10A



# Layout Design and Planning

science and  
biology

View Ranges

Stall	Sqft/stall	Count	Total Ft2	% of Total
Body	300	12	3600	27.4 %
Frame	420	1	420	3.2 %
Prep	250	5	1250	9.5 %
Spray Booths	650	2	1300	9.9 %
Cool Down	200	2	400	3.0 %
Mechanical	250	2	500	3.8 %
Detail	200	1	200	1.5 %
Paint Mixing	200		200	1.5 %
Office Ft2			1,313	10.0 %
Storage Ft2			1575	12.0 %
Aisle Space			2,368	18.0 %
Total Ft2			13125	100.0 %
Body to Paint Ratio				57.4 %

FIG. 10BA

Parking Ft2 with Aisle Space  39 11,648

Days to Deliver

Annual Sales \$ \$2,267,234  
 Annual Sales \$ per Ft2 \$172.74  
 Annual Cars Produced 1,820  
 Days 281

Count Clock Hours Efficiency Flag Hours Staffing Density				
Worker	7	15,750	160	25,200
Body				1.86
Painter	4	9,000	160	14,400
				2.25
Mechanics	1	2,250	100	2,250
				2.00
Detailer	1	2,250	100	2,250
				1.00
Estimators	3			
Office plus Estimators	5			
Total	18	29,250	151 %	44,100
				1.92

	Min.	Avg.	Max.
Body	200	250	300
Frame	350	420	450
Prep	500	650	750
Cool Down	150	200	250
Mechanical	200	300	400
Detail	150	200	250
Paint Mixing	100	200	300
Body to Paint Ratio	40	50	60
Overall Staffing Density	1.5	2	3

Sq. Ft. Area	Width-Ft.	Length-Ft.
150	7.5	20.0
180	9.0	20.0
200	10.0	20.0
250	10.0	25.0
300	12.0	25.0
350	14.0	25.0
425	17.0	25.0
450	18.0	25.0
500	20.0	25.0
600	20.0	30.0
750	23.0	32.5

FIG. 10BC

# Customer Menu

Capacity Planner	Sales Potential	DRP Analyzer	Run Charts	Layout Design and Planner	Benchmarking
Business Valuation	Process Audit	Paint Department Optimizer	Sales and Production Tracker	Team Pay Calculator	Work in Process

### Edit Personal Info

Purpose	Background	Data Needed for Input	How to Use Services	Understanding the Output	Dupont
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# Go To Benchmarking Application

**FIG. 11A**

T02290"47423860



## General Account Information

science and  
biology

Annual Sales \$

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FIG. 11B



## Level 1 Report

science and  
biology

Sales	Average Sales \$	Average Sales %
Metal Labor Sales	\$12,731	28.29 %
Paint Labor Sales	\$8,558	19.02 %
Detail Labor Sales	\$64	0.14 %
Mechanical Labor Sales	\$77	0.17 %
Other Labor Sales	\$1,994	4.43 %
Total Labor Sales	\$23,423	52.05 %
Parts Sales	\$14,924	33.16 %
Material Sales	\$4,383	9.74 %
Sublet Sales	\$697	1.55 %
Sales Allowances	- \$8	-0.02 %
Miscellaneous Sales	\$1,580	3.51 %
Total	\$45,000	100.00 %

Costs	Average Cost \$	Average Cost %
Metal Labor Costs	\$5,253	11.67 %
Paint Labor Costs	\$3,681	8.18 %
Detail Labor Costs	\$110	0.24 %
Mechanical Labor Costs	\$31	0.07 %
Other Labor Costs	\$2,127	4.73 %
Total Labor Costs	\$11,203	24.90 %
Parts Costs	\$11,331	25.18 %
Material Costs	\$3,526	7.84 %
Sublet Costs	\$586	1.30 %
Miscellaneous Costs	\$1,410	3.13 %
Total	\$28,056	62.35 %

Gross Profit	\$16,944	37.65 %
--------------	----------	---------

Overhead Expenses	Average Overhead \$	Average Overhead %
Management Wages	\$2,933	6.52 %
Sales Wages	\$206	0.46 %
Office Wages	\$1,609	3.57 %
Product Support Wages	\$1,035	2.30 %
Total Staff Wages	\$5,782	12.85 %
Accounting Fees	\$161	0.36 %
Advertising/Promotion	\$621	1.38 %
Amortizations	\$87	0.19 %
Bad Debts	\$20	0.05 %

FIG. 11CA

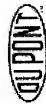


<b>Bank Charges</b>	<b>\$44</b>	<b>0.10 %</b>
<b>Computer Expenses</b>	<b>\$61</b>	<b>0.14 %</b>
<b>Depreciation</b>	<b>\$1,011</b>	<b>2.25 %</b>
<b>Donations/Charity</b>	<b>\$39</b>	<b>0.09 %</b>
<b>Dues/Subscriptions</b>	<b>\$193</b>	<b>0.43 %</b>
<b>Employee Education</b>	<b>\$103</b>	<b>0.23 %</b>
<b>Entertainment</b>	<b>\$69</b>	<b>0.15 %</b>
<b>Insurance</b>	<b>\$692</b>	<b>1.54 %</b>
<b>Interest</b>	<b>\$477</b>	<b>1.06 %</b>
<b>Miscellaneous Taxes</b>	<b>\$418</b>	<b>0.93 %</b>
<b>Office Supplies/Postage</b>	<b>\$407</b>	<b>0.90 %</b>
<b>Laundry/Uniforms</b>	<b>\$90</b>	<b>0.20 %</b>
<b>Leases &amp; Rentals</b>	<b>\$319</b>	<b>0.71 %</b>
<b>Licenses &amp; Permits</b>	<b>\$57</b>	<b>0.13 %</b>
<b>Professional Fees</b>	<b>\$162</b>	<b>0.36 %</b>
<b>Rent on Building</b>	<b>\$1,677</b>	<b>3.73 %</b>
<b>Repairs &amp; Maintenance</b>	<b>\$403</b>	<b>0.90 %</b>
<b>Small Tool Replacement</b>	<b>\$137</b>	<b>0.30 %</b>
<b>Telephone</b>	<b>\$243</b>	<b>0.54 %</b>
<b>Travel</b>	<b>\$98</b>	<b>0.22 %</b>
<b>Utilities</b>	<b>\$788</b>	<b>1.75 %</b>
<b>Miscellaneous Overhead</b>	<b>\$618</b>	<b>1.37 %</b>
<b>Total Miscellaneous Expenses</b>	<b>\$9,363</b>	<b>20.81 %</b>
<b>Miscellaneous Income (negative)</b>	<b>- \$80</b>	<b>-0.18 %</b>
<b>Total Overhead</b>	<b>\$15,065</b>	<b>33.48 %</b>
<b>Net Profit</b>	<b>\$1,879</b>	<b>4.18 %</b>

## The DuPont Solution

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FIG. 11CB



# Revenue & Direct Cost Information

Business Days		0
Number of RO's		0
Estimates Written		0
Square Foot Facility		0
	Number of People	Actual Clock Hours
Office		0
Body		0
Paint		0
Mechanical		0
Non-Production		0
	Shop Rate	Hours Flagged
Body		0
Paint		0
Mechanical		0

FIG. 11DA

	Sales	Costs
Metal Labor	0	0
Paint Labor	0	0
Detail Labor	0	0
Mechanical Labor	0	0
Other Labor	0	0
Parts	0	0
Material	0	0
Sublet	0	0
Sales Allowances	0	
All Other	0	0

Next

FIG. 11DB



science and  
biology

## Level 2 Report

Sales	Sales \$	Sales %	Ind Avg Sales \$	Ind Avg Sales %	\$ Difference	% Difference
Metal Labor Sales	\$600,000	30.00 %	\$562,832	28.14 %	\$37,168	6.60 %
Paint Labor Sales	\$375,000	18.75 %	\$356,110	17.81 %	\$18,890	5.30 %
Detail Labor Sales	\$10,000	0.50 %	\$9,995	0.50 %	\$5	0.05 %
Mechanical Labor Sales	\$15,000	0.75 %	\$14,219	0.71 %	\$781	5.49 %
Other Labor Sales	\$80,000	4.00 %	\$62,622	3.13 %	\$17,378	27.75 %
Total Labor Sales	\$1,080,000	54.00 %	\$1,005,779	50.29 %	\$74,221	7.38 %
Parts Sales	\$700,000	35.00 %	\$730,265	36.51 %	-\$30,265	-4.14 %
Material Sales	\$170,000	8.50 %	\$165,954	8.30 %	\$4,046	2.44 %
Sublet Sales	\$50,000	2.50 %	\$43,291	2.16 %	\$6,709	15.50 %
Sales Allowances	\$0	0.00 %	\$1,091	0.05 %	-\$1,091	-100.00 %
Miscellaneous Sales	\$0	0.00 %	\$53,619	2.68 %	-\$53,619	-100.00 %
Total	\$2,000,000	100.00 %	\$2,000,000	100.00 %	\$0	0.00 %

FIG. 11EA

Costs	Cost \$	Cost %	Ind Avg Cost \$	Ind Avg Cost %	\$ Difference	% Difference
Metal Labor Costs	\$300,000	15.00 %	\$235,204	11.76 %	\$64,796	27.55 %
Paint Labor Costs	\$130,000	6.50 %	\$151,097	7.55 %	-\$21,097	-13.96 %
Detail Labor Costs	\$5,000	0.25 %	\$9,313	0.47 %	-\$4,313	-46.31 %
Mechanical Labor Costs	\$5,000	0.25 %	\$10,147	0.51 %	-\$5,147	-50.72 %
Other Labor Costs	\$30,000	1.50 %	\$83,299	4.16 %	-\$53,299	-63.99 %
Total Labor Costs	\$470,000	23.50 %	\$489,059	24.45 %	-\$19,059	-3.90 %
Parts Costs	\$600,000	30.00 %	\$543,165	27.16 %	\$56,835	10.46 %
Material Costs	\$100,000	5.00 %	\$126,595	6.33 %	-\$26,595	-21.01 %
Sublet Costs	\$35,000	1.75 %	\$35,054	1.75 %	-\$54	-0.15 %
Miscellaneous Costs	\$0	0.00 %	\$38,264	1.91 %	-\$38,264	-100.00 %
Total	\$1,205,000	60.25 %	\$1,232,138	61.61 %	-\$27,138	-2.20 %
Gross Profit	\$795,000	39.75 %	\$767,862	38.39 %	\$27,138	3.53 %

FIG. 11EB

## Overview of Shop Performance vs. Industry Benchmarks

Account Categories	Shop Numbers	Industry Average	Top 25% of Industry	Difference from Ind Avg
<b>Gross Profit Margins</b>				
Body Labor	50.00 %	58.21 %	60.95 %	-8.21 %
Paint Labor	65.33 %	57.57 %	61.37 %	7.76 %
Total Labor	56.48 %	51.38 %	60.10 %	5.11 %
Materials	41.18 %	23.72 %	31.70 %	17.46 %
Parts	14.29 %	25.62 %	32.80 %	-11.34 %
Total Gross Profit	39.75 %	38.39 %	44.05 %	1.36 %
Net Profit	NA	3.34 %	9.51 %	NA
<b>Labor Efficiency</b>				
Body Labor	133.33 %	161.00 %	187.00 %	-27.67 %
Paint Labor	173.91 %	163.00 %	193.00 %	10.91 %
<b>Closing Ratio</b>				
	60.00 %	68.70 %	78.80 %	-8.70 %
<b>Sales per Square Feet</b>				
	115.67	184.00	309.00	-68.33
<b>Sales per Staff</b>				
	\$400,000	\$319,069	\$398,836	\$80,931

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# FIG.11EC



## Overhead Cost Information

science and  
technology

Management Wages	135000	Insurance	38000
Sales Wages	25000	Interest	14000
Office Wages	120000	Misc. Taxes	15000
Product Support Wages	50000	Office Supplies/Postage	17000
Accounting Fees	6000	Laundry Uniforms	4000
Advertising/Promotions	20000	Leases & Rentals	17000
Amortizations	1000	Licenses & Permits	3000
Auto/Truck Expenses	1	Professional Fees	13000
Bad Debts	2000	Building Rent	70000
Bank Charges	2000	Repairs & Maintenance	16000
Computer Expenses	3000	Small Tool Replacement	7000
Depreciation	33000	Telephone	9000
Donations/Charity	1000	Travel	5000
Dues/Subscriptions	5000	Utilities	27000
Employee Education	5000	All Other Overhead	24000
Entertainment	6000	Misc. Income	-4000

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FIG. 11F



## Level 3 Report

science and  
biology

Overhead Expenses	Overhead \$	Overhead %	Average Overhead \$	Average Overhead %	\$ Difference	% Difference
Management Wages	\$135,000	6.75 %	\$134,952	6.75 %	\$48	0.04 %
Sales Wages	\$25,000	1.25 %	\$25,166	1.26 %	- \$166	-0.66 %
Office Wages	\$120,000	6.00 %	\$121,723	6.09 %	- \$1,723	-1.42 %
Product Support Wages	\$50,000	2.50 %	\$50,216	2.51 %	- \$216	-0.43 %
Total Staff Wages	\$330,000	16.50 %	\$332,056	16.60 %	- \$2,056	-0.62 %
Accounting Fees	\$6,000	0.30 %	\$5,899	0.29 %	\$101	1.71 %
Advertising/Promotion	\$20,000	1.00 %	\$20,039	1.00 %	- \$39	-0.19 %
Amortizations	\$1,000	0.05 %	\$966	0.05 %	\$34	3.55 %
Auto/Truck Expenses	\$1	0.00 %	\$7,208	0.36 %	- \$7,207	-99.99 %
Bad Debts	\$2,000	0.10 %	\$2,142	0.11 %	- \$142	-6.64 %
Bank Charges	\$2,000	0.10 %	\$2,531	0.13 %	- \$531	-20.97 %
Computer Expenses	\$3,000	0.15 %	\$2,941	0.15 %	\$59	2.01 %
Depreciation	\$33,000	1.65 %	\$33,052	1.65 %	- \$52	-0.16 %
Donations/Charity	\$1,000	0.05 %	\$1,382	0.07 %	- \$382	-27.63 %
Dues/Subscriptions	\$5,000	0.25 %	\$4,897	0.24 %	\$103	2.11 %
Employee Education	\$5,000	0.25 %	\$4,414	0.22 %	\$586	13.28 %
Entertainment	\$6,000	0.30 %	\$6,376	0.32 %	- \$376	-5.90 %
Insurance	\$38,000	1.90 %	\$37,900	1.90 %	\$100	0.26 %
Interest	\$14,000	0.70 %	\$13,690	0.68 %	\$310	2.26 %
Misc. Taxes	\$15,000	0.75 %	\$15,441	0.77 %	- \$441	-2.86 %
Office Supplies/Postage	\$17,000	0.85 %	\$16,716	0.84 %	\$284	1.70 %

FIG. 116A



Laundry/Uniforms	\$4,000	0.20 %	\$3,728	0.19 %	\$272	7.30 %
Leases & Rentals	\$17,000	0.85 %	\$17,043	0.85 %	- \$43	-0.25 %
Licenses & Permits	\$3,000	0.15 %	\$2,655	0.13 %	\$345	12.99 %
Professional Fees	\$13,000	0.65 %	\$13,128	0.66 %	- \$128	-0.98 %
Building Rent	\$70,000	3.50 %	\$70,559	3.53 %	- \$559	-0.79 %
Repairs & Maintenance	\$16,000	0.80 %	\$15,718	0.79 %	\$282	1.80 %
Small Tool Replacement	\$7,000	0.35 %	\$6,510	0.33 %	\$490	7.53 %
Telephone	\$9,000	0.45 %	\$9,015	0.45 %	- \$15	-0.17 %
Travel	\$5,000	0.25 %	\$4,988	0.25 %	\$12	0.25 %
Utilities	\$27,000	1.35 %	\$26,693	1.33 %	\$307	1.15 %
All Other Overhead	\$24,000	1.20 %	\$23,654	1.18 %	\$346	1.46 %
Total Miscellaneous	\$367,001	18.35 %	\$373,012	18.65 %	- \$6,011	-1.61 %
Misc. Income (negative)	- \$4,000	-0.20 %	- \$3,976	-0.20 %	- \$24	0.61 %
Total	\$693,001	34.65 %	\$701,092	35.05 %	- \$8,091	-1.15 %
Net Profit	\$101,999	5.10 %	\$66,770	3.34 %	\$35,229	52.76 %

The DuPont Solution

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FIG. 11GB



## Hypothetical Analysis

science and  
biology

Gross Profit Potential			
	GP %	GP \$	Increase GP \$
Current	39.8 %	\$795,000	\$0
Industry Avg *	46.2 %	\$923,609	\$128,609
Top 25% **	48.8 %	\$975,300	\$180,300

### Impact of Efficiency on Labor Sales Potential

	Current Metal Labor	Current Paint Labor	Avg Metal Labor	Avg Paint Labor
Clock Hours	15,000	6,900	15,000	6,900
Flag Hours	20,000	12,000	20,000	12,000
Proficiency	133.3 %	173.9 %	161.0 %	173.9 %
Labor Sales Rate \$ per Flag Hours	\$30.00	\$30.00	\$30.00	\$30.00
Labor Sales \$	\$600,000	\$375,000	\$724,500	\$360,000
Total Sales \$		\$2,000,000		\$2,224,615
Increase in Sales Potential				\$224,615

### Impact on Sales \$ by Improving Closing Ratio

	Closing Ratio	Sales \$	Increase Sales \$
Current	60.0 %	\$0	\$0
Industry Avg *	68.7 %	\$290,000	\$290,000
Top 25% **	78.8 %	\$626,667	\$626,667

FIG. 11H



## Customer Menu

Capacity Planner   Sales Potential   DRP Analyzer   Run Charts   Layout Design and Planner   Benchmarking  
Business Valuation   Process Audit   Paint Department Optimizer   Sales and Production Tracker   Team Pay Calculator   Work In Process

[Edit Personal Info](#)

[Purpose](#) | [Background](#) | [Data Needed for Input](#) | [How to Use](#) | [Understanding the Output](#) | [DuPont Services](#)

[Go To Business Valuation Application](#)

FIG. 12A



# Business Valuation

## Business Valuation based on Net Present Value Method

Annual Pre-Tax Profit \$	100000
Tax Rate %	32
Taxes \$	\$38,400
Tax Depreciation \$	40000
Owner Salary & Benefits \$	75000
Replacing Owner Management \$	50000
Net Cash Flow \$	\$146,600
Inflation Rate %	4
Discount Rate %	10
Business Value NPV 10yr \$	\$951,619

Calculate

The DuPont Solution

Situation	Hypothetical Situations Annual Profit	NPV 10yr
-20 %	\$80,000	\$854,310
-10 %	\$90,000	\$902,965
Actual	\$100,000	\$951,619
10 %	\$110,000	\$1,000,273
20 %	\$120,000	\$1,048,927

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FIG. 12B



# Customer Menu

Capacity Planner   Sales Potential   DRP Analyzer   Layout Design and Planner   Benchmarking  
Business Valuation   Process Audit   Paint Department Optimizer   Sales and Production Tracker   Team Pay Calculator   Work In Process

Edit Personal Info

Purpose | Background | Data Needed for Input | How to Use | Understanding the Output | Dupont Services

Go To Paint Department Optimizer Application

FIG. 13A

102290 11/2000



# Paint Department Optimizer<sup>SM</sup>



Morells Body and Paint

Year:

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FIG. 13B



# P&M Calculator

2000	Jan	Feb	Mar	Apr	May	Jun
Total Sales	267167	300000	225000	175000	200000	200000
P & M Revnue	21594	31000	18000	12000	13500	15000
P & M Purchases	20400	30000	18000	10800	12000	13200
Completed ROs	184	200	150	145	160	165
Total \$ from SMU	3832	7200	3000	2160	1920	2040
Total Mixes	230	260	200	85	100	110
Goal: Costs @ 5%	\$13,358	\$15,000	\$11,250	\$8,750	\$10,000	\$10,000
G.P. Margin	5.53 %	3.23 %	0.00 %	10.00 %	11.11 %	12.00 %

FIG.13CA

2000	Jul	Aug	Sep	Oct	Nov	Dec	Total
Total Sales	300000	245000	325000	315000	320000	249000	\$3,121,167
P & M Revnue	15000	20000	29000	27000	25000	20000	\$247,094
P & M Purchases	12000	14400	18000	14400	16800	12600	\$192,600
Completed ROs	184	184	257	248	256	190	2,323
Total \$ from SMU	4800	3832	7440	7200	7800	4200	\$55,424
Total Mixes	230	230	270	255	280	275	2,525
Goal: Costs @ 5%							\$156,058

G.P. Margin	\$15,000	\$12,250	\$16,250	\$15,750	\$16,000	\$12,450	
	20.00 %	28.00 %	37.93 %	46.67 %	32.80 %	37.00 %	22.05 %

Submit

Summary Report

Charts

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FIG.13CB





# Summary Report

Field Totals	Results	
Shop Location	Morells Body and Paint	
Periods with Data		12
Total Repair Orders		2,323
Total Sales		\$3,121,167
Total Paint & Material Revenue		\$247,094
Total Amount of Paint & Material Purchased		\$192,600
Total Number of Mixes (from Scale Mix Usage Report)		2,525
Total \$ Amount Spent While Mixing Material on the Scale		\$55,424
Analysis	Performance Measures	Goal
Paint & Material Gross Profit Margin	22.05 %	40%
Paint & Material Costs as a % of Gross Sales	6.17 %	5%
Paint & Material G.P. if costs were 5% of Gross Sales	36.84 %	>40%
Average \$ per RO	\$1,344	
Dollar per Mix Average	\$21.95	\$14 - \$17

FIG.13DA

Conclusions	Ratings
Paint & Material Gross Profit	Average
Paint & Material Costs as a % of Gross Sales	Top 25%
Paint & Material G.P. if costs were 5% of Gross Sales	Top 25%
Dollar per Mix	Bottom 25%
Action Plan	
Estimate Writing - Refinish Hours	Evaluate Estimate Process
Paint Shop Operations	Review DuPont's 6 Steps

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FIG. 13DB



# Chart

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biology

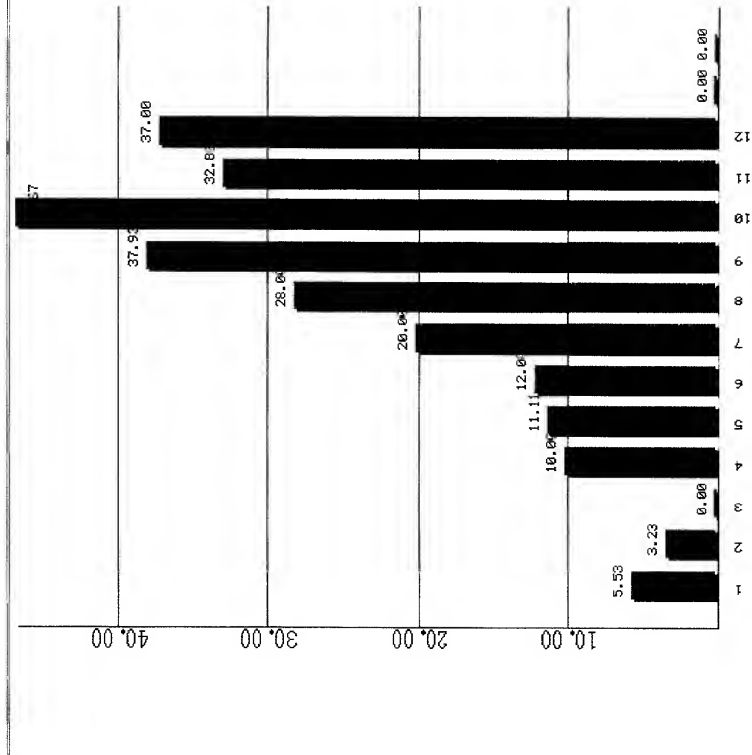
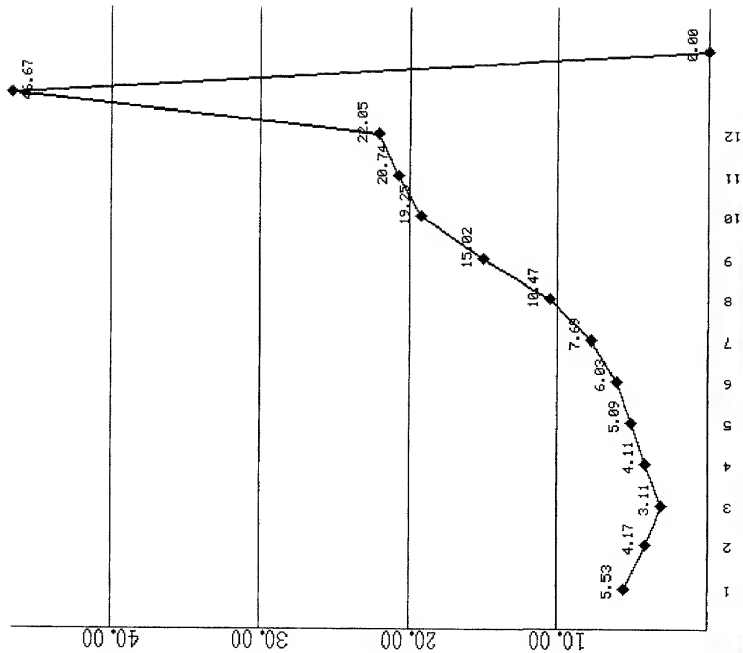


FIG. 13EA

FIG. 13EB





# Customer Menu

Capacity Planner   Sales Potential   DRP Analyzer   Layout Design and Planner   Benchmarking  
Business Valuation   Process Audit   Paint Department Optimizer   Sales and Production Tracker   Team Pay Calculator   Work In Process

Edit Personal Info

Purpose | Background | Data Needed for Input | How to Use | Understanding the Output | Dupont Services

Go To Sales and Production Tracker Application

FIG. 14A



# Sales Tracker

science and  
biology

Shop Name **Morells Body and Paint**  
 Month **January**  
 Year **2000**

Change Month and/or Year

Day	Estimates per Day	Total Estimates	Daily Estimated Sales \$	Total Estimated Sales \$	Daily Actual Sales \$	Total Actual Sales \$	Daily Sales Goal	Batting Average
Average	7		\$8,400		\$5,400		4000	64.3 %
1	4		4		\$4,000	\$3,000	\$4,000	75.0 %
2	8		12		\$12,000	\$9,000	\$8,000	75.0 %
3	10		22		\$20,000	\$15,000	\$12,000	75.0 %
4	6		28		\$32,000	\$21,000	\$16,000	65.6 %
5	5		33		\$42,000	\$27,000	\$20,000	64.3 %
6								
7								

FIG. 14BA

8			
9			
10			
11			
12			
13			
14			
15			
16			
17			
18			
19			
20			
21			

FIG. 14BB

22			
23			
24			
25			
26			
27			
28			
29			
30			
31			

Submit

Production Tracker

FIG. 14BC





# Production Tracker

science and  
biology

Shop Name **Morells Body and Paint**

Month **January**

Year **2000**

Change Month and/or Year

Day	ROs / Day	Flag Hrs per Day	Tot Flag Hrs	Daily Flag Hr Goal	G.P. \$	Tot G.P. \$	G.P. %	Days Late	Avg. Days Late	Daily Rev. \$	Tot Rev. \$	Daily Rev. \$ Goal
Average	4.67	51.7			40	\$2,200	40.0 %	1.67	0.34	\$5,500		4000
1	3	3	40	40	40	1200	40.00 %	1	0.33	3000	\$3,000	\$4,000
2	6	9	40	80	80	2400	40.00 %	3	0.50	6000	\$9,000	\$8,000
3	5	14	75	155	120	3000	40.00 %	1	0.20	7500	\$16,500	\$12,000
4												
5												
6												
7												

FIG. 14CA

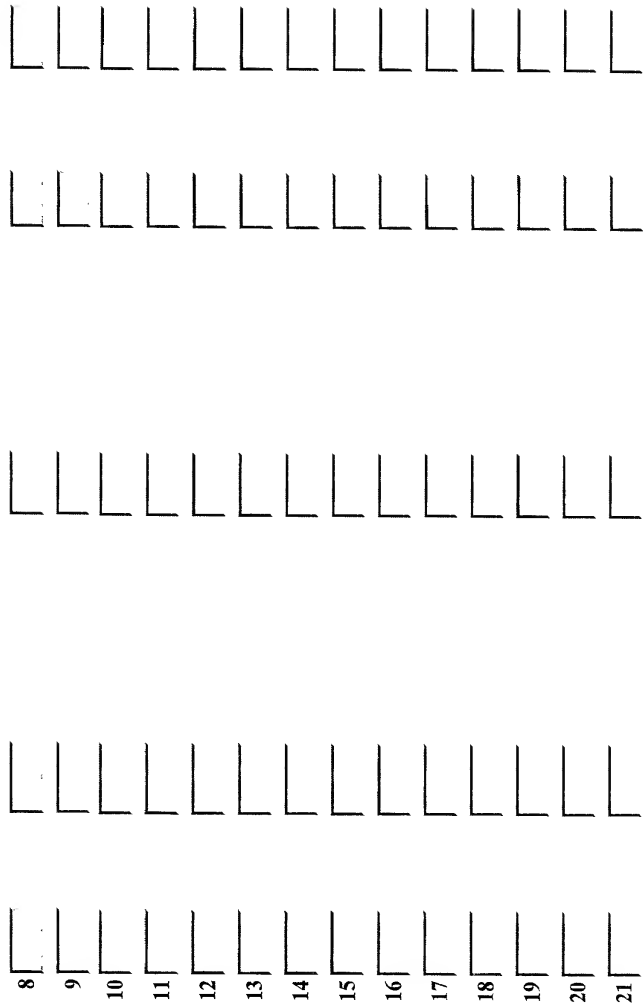


FIG. 14CB

[illegible]

## Sales Tracker

Main Menu | Online Help

**FIG. 14CC**



# Customer Menu

Capacity Planner	Sales Potential	DRP Analyzer	Run Charts	Layout Design and Planner	Benchmarking
Business Valuation	Process Audit	Paint Department Optimizer	Sales and Production Tracker	Team Pay Calculator	Work In Process
<div>Edit Personal Info</div>					
<div>Purpose   Background   Data Needed for Input   How to Use   Understanding the Output   Dupont Services</div>					
<div>Go To Team Pay Calculator Application</div>					

FIG. 15A


 science and  
 technology

# Team Pay Calculator

Team Name	Lions	Skill Level S/Flag Hr
Team Flag Hrs/Period	Change Team	a 11.0
Average Flag Hrs/RO	600	b 10.0
Average S/RO	30	c 9.0
Average Labor Rate S/Flag Hr	2000	d 8.0
Overall Labor Gross Profit	\$7.91	e 7.0
Projected Cars/Period	75.3 %	f 6.0
Total Shop Revenue S/Period	20.00	g 5.0
	\$40,000	

FIG. 15BA

Technician Name	Skill Level	Clock Hours	Team Efficiency	Flag Hours	Pay Rate \$/Hr	\$ per Pay Period	Insurance Rate \$/Hr	Labor Sales \$/Period
Mike	b	66	196 %	129.4	\$10.00	\$1,294.12	32	\$4,141.18
Blake	g	80	196 %	156.9	\$5.00	\$784.31	32	\$5,019.61
sam	d	80	196 %	156.9	\$8.00	\$1,254.90	32	\$5,019.61
billy	c	80	196 %	156.9	\$9.00	\$1,411.76	32	\$5,019.61
Total		306.0		600.0		\$4,745.10		\$19,200.00

Submit

Add Technicians

Add Team

Summary Report

Main Menu Online Help

FIG. 15BB

## Add Technicians

[illegible]

FIG. 15C



## Team Add

science and  
biology

Skill Level S/Flag Hr

a	<input type="text"/>	11.0
b	<input type="text"/>	10.0
c	<input type="text"/>	9.0
d	<input type="text"/>	8.0
e	<input type="text"/>	7.0
f	<input type="text"/>	6.0
g	<input type="text"/>	5.0

Team Name

Team Flag Hrs/Period

Average Flag Hrs/RO

Average S/RO

[Main Menu](#) | [Online Help](#)

FIG. 15D





## Summary

Name of Team	Lions	Tigers	Bears	Oh My	Total
Clock Hrs	306	160	160	320	946
Flag Hrs	600	1,500	1,600	1,700	5,400
Efficiency	196.1 %	937.5 %	1,000.0 %	531.3 %	570.8 %
Labor Costs	\$4,745.10	\$12,000.00	\$12,800.00	\$13,600.00	\$43,145.10
Labor Sales	\$19,200.00	\$48,000.00	\$51,200.00	\$54,400.00	\$172,800.00
# of Team Members	4	2	2	4	12
Team Flag Hrs/ Period	600	1,500	1,600	1,700	5,400
Average Flag Hrs / RO	30	30	30	30	30
Average \$/RO	\$2,000	\$2,000	\$2,000	\$2,000	\$2,000
Average Labor Rate \$/ Flag Hr	\$7.91	\$8.00	\$8.00	\$8.00	\$7.99
Overall Labor Gross Profit	75.3 %	75.0 %	75.0 %	75.0 %	75.0 %
Projected Cars / Period	20	50	53	57	180
Total Shop Revenue \$/Period	\$40,000	\$100,000	\$106,667	\$113,333	\$360,000

Edit Information



## Customer Menu



Capacity Planner   Sales Potential   DRP Analyzer   Run Charts   Layout Design and Planner   Benchmarking  
Business Valuation   Process Audit   Paint Department Optimizer   Sales and Production Tracker   Team Pay Calculator   Work In Process

Edit Personal Info

Purpose | Background | Data Needed for Input | How to Use | Understanding the Output | Dupont Services

Go To Process Audit Application

FIG. 16A



## Score

science and  
biology

Click on a category to change its ratings.

Shop Process Area	Score
Detail	81.7 %
Estimating	50.2 %
General Management	52.4 %
Maintainence	45.6 %
Marketing	93.3 %
Parts Management	80.0 %
Post Delivery	65.5 %
Primer	53.6 %
Production Management	40.0 %
Reception	57.5 %
Refinish	57.5 %
Body Repair	60.0 %
Safety	67.0 %
Vehicle Delivery	72.3 %

View Graphs

Conclusions

[Main Menu](#) | [Online Help](#)

FIG. 16B



## Detail

1	2	3	4	5	
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Is all masking removed from vehicle?
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Is vehicle inspected for paint defects, oversprey and refinish quality?
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Do the detailers perform paint defect removal (dust nibs, runs)?
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Is paint defect removal performed prior to vehicle wash?
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Is defect removal initiated with 2000 grit, or finer, sandpaper?
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Is polisher used after compounding?
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Is glazing used after polishing?
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Is there a designated/accepted procedure for washing the vehicle?
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Does washing occur under a cover?
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Are fluid levels topped off prior to engine wash?
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Are the engine and tires washed prior to the exterior of the vehicle?
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Is the exterior of the vehicle washed from top to bottom?
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Are washing towels/mitts free of contamination?
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Are there separate soap and rinse buckets?
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Are chamois cloths used only for drying clean vehicles?

FIG. 16BA1

- |                       |                       |                       |                       |                       |   |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|---|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Are any silicone products used for dressing?  |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Is the interior free of objects and loose debris prior to cleaning?                   |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Are floor mats and ashtrays removed and cleaned?                                      |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Is the interior cleaned from top to bottom?   |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Is the air conditioner turned "on", and vents cleaned?                                |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Are windows cleaned inside and out?   |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Is the trunk cleaned?   |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Is a detail quality inspection done?  |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Are all products and utensils specially designed for the task in which they are used? |



## Estimating



1	2	3	4	5	Inspection
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	If the customer has an insurance appraisal, does the estimator use it verbatim?
<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Does the estimator record all of the customer's personal information?
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Does the estimator record all of the vehicle information?
<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Make/Model/Year?
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	VIN/Production Date?
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Options (air conditioning, power features, engine, leather, etc.)?
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Does the estimator determine referral information?
<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Does the estimator include the owner when conducting the estimate?
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Does the estimator inspect from the point of impact inward?
<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Is the estimate conducted in an area conducive for inspecting (lights, weather, lift access)?
<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Does the estimator ensure that required not-included operations are written into the estimate:
<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Access time?
<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Anti-corrosion rust resistant coatings
<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Broken glass cleanup?
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Detail?

FIG. 16BB1

Electronic components?

☐ ☒ ☐ ☐

Frame Set-up?

☐ ☒ ☐ ☐

Free up parts?

☐ ☒ ☐ ☐

Measure and Identify?

☐ ☒ ☐ ☐

Plug and finish holes?

☒ ☐ ☐ ☐

Repair or align?

☒ ☐ ☐ ☐

Rework parts?

☒ ☐ ☐ ☐

Tar and grease?

☒ ☐ ☐ ☐

Transfer time?

☒ ☐ ☐ ☐

Gravel guard?

☒ ☐ ☐ ☐

Special coating?

☒ ☐ ☐ ☐

Featheredge damaged paint?

☒ ☐ ☐ ☐

Removal of protective coatings?

☒ ☐ ☐ ☐

Cover vehicle?

☒ ☐ ☐ ☐

Color sand and buff?

☒ ☐ ☐ ☐

Applying anti-corrosion materials

☒ ☐ ☐ ☐

Color match or tinting?

☒ ☐ ☐ ☐

Blending into adjacent panels?

☒ ☐ ☐ ☐

Is the estimator careful to include only observable damage?

☒ ☐ ☐ ☐

Does the estimator use a logical, standard method of estimating repair time?

☒ ☐ ☐ ☐

**FIG. 16BB2**

- Does the estimator use a logical, standard method of estimating frame damage?
- Does the estimator show expertise in operating the computer estimating software?
- Are entries entered in a logical order?

**Sub: 36.3 %**

1 2 3 4 5 Sign the job

- |                       |                       |                       |                       |                       |   |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|---|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Does the estimator print out a copy of the estimate for the customer and attach a bus card? |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Does the estimator explain the details on the written estimate for the customer?            |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Does the estimator attempt to sell the merits of the shop to the customer?                  |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Did the estimator inform the customer that only one estimate is necessary?                  |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Does the estimator use professional brochures and/or documents for a sales pitch?           |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Is the customer invited to see the shop or take a shop tour?                                |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Does the estimator under promise – over deliver?  |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Does the estimator ask for the customer's business?   |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Does the estimator explain all warranty information?  |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Does the estimator explain his duties as the customer's advocate?                           |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Does the estimator try to sell non-insurance repair work?                                   |

**Sub: 100.0 %**

**FIG. 16BB3**



1	2	3	4	5	Customer is Sold
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Does the estimator help the customer to arrange for transportation?
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Are the terms and conditions of the rental/courtesy vehicle explained?
<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Are the customer's insurance arrangements confirmed?
<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Does the estimator or receptionist assist in filling out documentation for rental?
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Does the estimator determine customer's communication requirements regarding status?
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Is a method of payment established?
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Does the estimator confirm communication requirements and delivery date?
<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Is the payment method confirmed?
<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Does the estimator assist with the customer's claim preparation?
<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Does the estimator explain the customer's and the shop legal rights?
<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Does the estimator obtain the customer's written agreement to repair the vehicle?
Sub: 40.0 %					
1	2	3	4	5	Customer not Sold
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Does the estimator give the customer a business card with contact info?
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Is the customer provided with a copy of the estimate?
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Is the customer provided with professional brochures?
Sub: 73.3 %					

FIG. 16BB4

1 2 3 4 5 Follow-up-Sold Jobs

☐ ☐ ☐ ☒ ☐ Does the estimator or receptionist prepare a RO folder?

☐ ☐ ☒ ☐ ☐ Is a copy of the RO disseminated to the appropriate departments?

☐ ☐ ☒ ☐ ☐ Does the estimator establish if an inspection or estimate is required of the insurer?

☐ ☐ ☒ ☐ ☐ If so, is an inspection arranged?

☐ ☐ ☒ ☐ ☐ Does the estimator insure that the vehicle is accessible (on lift, under cover, etc.)?

☐ ☐ ☒ ☐ ☐ Does the estimator obtain authorization from the insurer to begin repairs?

☒ ☐ ☐ ☐ ☐ Does estimator track the vehicle through the repair process?

☐ ☐ ☐ ☐ ☐ Does the estimator and receptionist record all details of conversations with the customer?

☐ ☐ ☒ ☐ ☐ Does the estimator and receptionist record all details of conversations with the insurer?

☐ ☐ ☒ ☐ ☐ Does the estimator record all details of significance concerning the repair of the vehicle?

☐ ☐ ☐ ☒ ☐ Does the estimator and/or receptionist contact the customer as per agreement?

☒ ☐ ☐ ☐ ☐ Are customer's calls handled professionally?

☐ ☒ ☐ ☐ ☐ Are RO Folders updated continuously?

Sub: 66.2 %

1 2 3 4 5 Follow-up-Non Sold Jobs

☒ ☐ ☐ ☐ ☐ Are contacts called back within 48 hrs after estimate and is a sale attempted?

FIG. 16BB5

- ☐ ☐ ☐ ☐ Is there a formal sales pitch prepared for a call-back?  
☐ ☐ ☐ ☐ Are call-back lists scrubbed regularly to take old estimates out of the sales cycle?  
☐ ☐ ☐ ☒ Are non-sold customers mailed thank-you notes and/or marketing brochures?

Sub: 45.0 %

Total: 52.3 %

**Conclusions:**

Estimator is not getting enough P-Page items

Submit

Scores

Graphs

Conclusions

Main Menu Online Help

FIG. 16BB6



# General Management

1	2	3	4	5	General
•	•	•	•	•	Does the shop have job descriptions defined for Office/Production Staff?
•	•	•	•	•	Does the shop have a procedures and/or policy manual?
•	•	•	•	•	Does the shop track efficiencies of individuals in production?
•	•	•	•	•	Does the shop routinely counsel employees on their performance?
•	•	•	•	•	Does the shop have a mechanism for employee input?
•	•	•	•	•	Does the shop practice an open door policy between employees and managers?
•	•	•	•	•	Is there an employee handbook?
•	•	•	•	•	Does the shop enforce a Drug and Alcohol Policy?
Sub: 42.5 %					
1	2	3	4	5	Accounts Receivable
•	•	•	•	•	Are customer and insurance payments kept in a safe, central location?
•	•	•	•	•	Are copies of payments (checks, VISA, cash receipts) put into the RO?
•	•	•	•	•	Are payments deposited into a bank account in a timely manner?
Sub: 40.0 %					

FIG. 16BC1

1	2	3	4	5	Accounts Payable
					Are all bills processed through a single person or department?
					Are bills paid on or before the vendor's credit terms specify?
					Does the Parts Manager work with the Accounts Payable Dept. to reconcile parts bills?
Sub:					
1	2	3	4	5	Part Metrics
					What is the shop's close ratio?
					What is the paint department's efficiency?
					What is the body department's efficiency?
					What is the shop's average total ticket amount?
					What is the shop's Paint and Materials cost to revenues %?
					What is the shop's Ticket to Supplement %?
					What is the shop's Parts Profit margin?
Sub:					71.4 %
Total:					52.4 %

FIG. 16BC2

Conclusions:

Submit

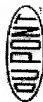
Scores

Graphs

Conclusions

[Main Menu](#) [Online Help](#)

FIG. 16BC3



# Maintenance



1	2	3	4	5	
●	●	●	●	●	Check Bake Cycle:
●	●	●	●	●	Time Set for Purge – 2 MIN
●	●	●	●	●	Time Set for Cool – 15 MIN
●	●	●	●	●	Surf Temp of VEB – 140F
●	●	●	●	●	Ambient Temp – 75F
●	●	●	●	●	Check Cycle Time
●	●	●	●	●	Check Filters in Booth and Prep Decks
●	●	●	●	●	Check and Adjust air pressure balance of booth
●	●	●	●	●	Check mixing machine
●	●	●	●	●	Check mixing tops
●	●	●	●	●	Check ColorNet updates
●	●	●	●	●	Check world color book
●	●	●	●	●	Inspect and calibrate scale

FIG. 16BD1

- ☐ Check and Update alternate decks
- ☐ Test air lines for contamination
- ☐ Inspect moisture traps
- ☐ Check fresh air supply
- ☐ Is there a documented maintenance program for fixed shop equipment?

Total: 45.6 %

Conclusions:

Submit

Scores

Graphs

Conclusions





# Marketing

- |                       |                       |                       |                       |                       |   |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|---|
| 1                     | 2                     | 3                     | 4                     | 5                     |   |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Does the shop have professional storefront signage?                                       |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Does the shop have visible signage  |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Does the shop use any form of advertising?  |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Does the shop track where leads are generated from (newspaper ads, TV, Radio, etc.)       |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Is the landscaping of the shops to the left and right of the shop professionally kept up? |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Does the shop spend at least 2% of revenues on marketing?                                 |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Does the shop have a business plan that is updated periodically                           |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Is the Marketing Plan a coordinated approach or done haphazardly?                         |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Does the shop have a referral program?  |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Does the shop have a relationship with the Chamber of Commerce?                           |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Does the shop have a relationship with the Rotary Club?                                   |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Does the shop support any community civic programs?                                       |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Is the shop a member of Drugs Don't Work or any other national organization?              |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Does the shop belong to any Collision Industry organization?                              |

FIG. 16BE 1

☐ ☐ ☐ ☒ Does the shop make sales calls to Parts Suppliers, Insurance Reps, and community Leaders?

☐ ☐ ☐ ☒ Does the shop finance deductibles?

☐ ☐ ☐ ☒ Does the shop have a partnership relationship with a local high school?

☐ ☐ ☐ ☒ Does the shop support any local organized sports teams?

Total: 93.3 %

Conclusions:

Needs to repair his sign

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Conclusions



## Parts Management

science and  
biology

- |                       |                       |                       |                       |                       |  |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|--|
| 1                     | 2                     | 3                     | 4                     | 5                     |  |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Does the Parts Manager show expertise in the shop management computer system?        |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Can the Parts Manager extract the correct and complete parts order from the RO?      |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Does the Parts Manager order the necessary parts in a timely (same day) fashion?     |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Does the Parts Manager fax orders to vendors?  |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Does the Parts Manager have the expertise to accurately inspect received parts?      |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Are all parts inspected upon receipt?  |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Are all parts invoices checked to ensure completeness and accuracy?                  |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Are parts processes meeting the production schedule?                                 |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Are parts labeled when received?   |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Does the Parts Manager communicate received parts to the Body Department ASAP?       |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Does the Parts Manager communicate cut-in requirements to the Paint Department?      |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Does the Parts Manager follow-up on parts cut-ins to insure timely completion?       |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Does the Parts Manager return wrong and/or unused parts in a timely fashion (weekly) |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Is the RO updated immediately and properly when parts are received?                  |

FIG. 16BF 1

- ☐ ☐ ☐ ☒ Does the Parts Manager ensure proper parts discounts are applied?  
☐ ☐ ☐ ☒ Does the Parts Manager attempt to negotiate lower parts discounts occasionally?  
☐ ☐ ☐ ☒ Does the Parts Manager track non-received parts for ROs daily?  
☐ ☐ ☐ ☒ Does the Parts Manager participate in Production Meetings?  
☐ ☐ ☐ ☒ Does the Parts Manager communicate parts delays to the estimator?  
☐ ☐ ☐ ☒ Does the Parts Manager know the delivery schedule of vendors?  
☐ ☐ ☐ ☒ Does the Parts Manager keep invoices organized by RO for ticket closing?  
☐ ☐ ☐ ☒ Does the Parts Manager use Supplier Corrective Action Requests (SCARs)?  
☐ ☐ ☐ ☒ Is the Parts Room routinely secured?  
☐ ☐ ☐ ☒ Does Parts Manager maintain accountability for materials (urethane, body filler, sandpaper, etc.)?  
☐ ☐ ☐ ☒ Does Parts Manager maintain accountability for vehicle dimension manuals, Crash Guides, Frame Machine tools?

Total: 80.0 %

Conclusions:

Conclusions

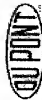
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FIG. 16BF2



## Post Delivery

1	2	3	4	5	Payment
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Are all customer payment procedures finalized?
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Is the RO checked to insure insurance payments have been received?
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Is the RO checked to insure customer payments have been received?
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Is the proof of loss finalized?
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Is deductible and supplement information included on final invoice?
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Is the proof of loss sent to the insurance company?
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Does the shop maintain records of all credit card transactions?
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Does the shop insure that all pertinent data is listed on customer checks before acceptance?
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Does the shop proactively attempt to collect payments not made within 10 days?
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Is someone in the shop assigned to monitor legal issues stemming from payments?
<b>Sub: 68.0 %</b>					
1	2	3	4	5	Closing out Tickets
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Are all parts in invoices collected and organized before attempting to close out ROs?
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Do discrepancies in parts invoice prices verses RO prices generate supplements?
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Are responsible individuals held accountable for damaged parts?

FIG. 16BG1

- ☐ ☐ ☐ ☐ Are responsible individuals held accountable for paint and material costs on redos?  
☐ ☐ ☐ ☐ Is labor properly "flagged" to the appropriate employees?  
☐ ☐ ☐ ☐ Does the RO match the accounting sales journal?  
☐ ☐ ☐ ☐ Are discrepancies between RO and final bill followed up upon and resolved?  
 Sub: 60.0 %  
 1 2 3 4 5 Customer Satisfaction Index  
☐ ☐ ☐ ☐ ☐ Does Management insure that negative comments on CSS are acknowledged and rectified?  
☐ ☐ ☐ ☐ ☐ Does the shop keep CSI records?  
☐ ☐ ☐ ☐ ☐ Does the shop maintain a display of positive Customer Satisfaction Surveys?  
☐ ☐ ☐ ☐ ☐ Does the shop maintain records of turn-backs?  
☐ ☐ ☐ ☐ ☐ Does the shop trace turn-backs to responsible individuals and hold them accountable?

Sub: 68.0 %  
 Total: 65.5 %  
 Conclusions:





# Primer

1	2	3	4	5	Preparation
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Does the technician ensure the repair area is free of water-soluble contamination?
<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Does the technician use the proper cleaning solvent?
<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Does the technician wash the area before sanding/scuffing?
<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Does the technician mask sensitive areas before sanding/scuffing?
<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Does the technician carry the featheredge out until each coating is exposed at least 1/4 inch?
<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Does the technician finish the featheredge in at least 240-grit for primer-surfacer?
<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Does the technician scuff the topcoat around the featheredge for primer-surfacer application?
<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Does the technician mask the repair area for primer-surfacer application?
<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Does the technician mask to avoid tape lines in the primer?
<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Does the technician solvent wash the repair area before applying primer?
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Does the technician use pretreatment or etching primer?
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Does the technician mix all materials according to manufacturers' recommendations?
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Does the technician use the gun set-ups recommended for the product (air cap, needle)?
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Is the gun properly maintained?
Sub:					50.0 %

FIG. 16GH1

<b>Primer Application</b>				
1	2	3	4	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Does the technician allow proper flash times?</b>				
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Does the technician use proper primer build techniques?</b>				
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>More build in the center, less build at the edge?</b>				
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>50% overlap during application?</b>				
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Proper build (medium-wet) per coat?</b>				
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Sub: 60.0 %</b>				
<b>Sanding Primer</b>				
1	2	3	4	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Does the technician allow the recommended primer cure time before sanding?</b>				
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Does the technician use the appropriate block to sand primer?</b>				
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Does the technician use guide coat to verify proper sanding of primer?</b>				
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Sub: 60.0 %</b>				
<b>Total: 53.6 %</b>				
<b>Conclusions:</b>				

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FIG. 16BH2





## Production Management

1	2	3	4	5	Scheduling
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Vehicles are scheduled based on prioritization system (DRPs, \$, Parts Availability, etc.)
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Are DRP jobs given higher priority than regular walk-in jobs?
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Are parts ordered in a timely fashion after a job is sold?
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Does the estimator ensure that all necessary parts are ordered for the job?
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Does the estimator check that all parts are received for completion of the job?
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Does the estimator ensure that parts used (ordered) for the job are the correct quality?
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Once a vehicle is scheduled, is the customer contacted with a promise date?
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Are scheduled delivery dates accurate?
Sub:	40.0	%			
1	2	3	4	5	Shop Communication
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Does each workday begin with a production meeting?
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Does the production meeting establish repair priorities for individual Bodymen?
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Does the production meeting establish repair priorities for painters?
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Does the production meeting communicate vehicle expected delivery dates?
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Does the production meeting plan for the delivery of expectant vehicles?

FIG. 16BJ1

- ☐ Does the production meeting review work in progress status?
- ☐ Does the production meeting review critical parts issues?
- ☐ Does the estimator and receptionist take part in the meeting to stay informed of statuses?
- ☐ Is someone responsible for cross-departmental communication?
- ☐ Is cross-departmental communication effective?
- ☐ Is the plan communicated during the production meeting posted for all to reference?
- ☐ Does the shop respond to changes in the plan effectively?
- ☐ Is Parts Delivery Status communicated to the Body Department?
- ☐ Is a status board used to effectively communicate delivery dates, priorities locations of work in progress?
- ☐ Does the shop have a key control policy?
- ☐ Is a copy of the RO maintained within the vehicle as it is repaired?

Sub: 40.0 %

1 2 3 4 5

Quality Control

- ☐ Is there a QC checklist that is "attached" to a vehicle throughout the repair process?
- ☐ Are vehicles QC'd after the body department finishes repairs before it goes to paint?
- ☐ Are vehicles QC'd after paint prep is finished before it goes into the booth?
- ☐ Are vehicles QC'd after it comes out of the booth?
- ☐ Are vehicles QC'd after buildup, before detailing?

FIG.16BJ2

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Are vehicles QC'd after detailing, before delivery?
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	If the vehicle is not delivered the same day as the final detail, is it QC'd before delivery?
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Does the estimator (or person conducting delivery) assist in the QC?
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Is subcontracted work QC'd before accepting vehicle from subcontractor?
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Are cut-ins QC'd in the paint department before moving to the body department?
<b>Sub: 40.0 %</b>					
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>Supplement Generation</b>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Is there a procedure in place for Bodymen to communicate supplements to estimators?
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Does the estimator contact the insurer for approval of the supplement?
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Does the estimator arrange for the insurer inspection if necessary?
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Does the estimator insure vehicle availability so that the appraiser's time is not wasted?
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Does the estimator confirm payment of supplements?
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Does the estimator call the customer for approval of supplement work if necessary?
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Does the estimator communicate supplement parts requests to the Parts Manager?
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Is the RO folder updated with supplement information?

**Sub: 40.0 %**

**Total: 40.0 %**

**FIG.16BJ3**

Conclusions:



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FIG.16BJ4



## Reception

1	2	3	4	5	Layout
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Is the entrance to reception area well marked and easily accessible from business entryway?
<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Does the reception area display an orderly appearance?
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Does the reception area have a comfortable, clean seating area?
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Does the reception Area have business credibility builders displayed?
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Is there light, tasteful music playing?
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Are there magazines available for customers to read while they are waiting?
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Is there a TV in the reception area?
Sub: 51.4 %					
1	2	3	4	5	Personnel
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Do personnel in the Reception Area present a professional appearance?
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Is there a dedicated receptionist?
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Is the receptionist trained to answer phone?
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Is the receptionist trained to converse about repair process?
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Is the receptionist trained in insurance procedures?
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Can the receptionist answer questions about current work status?

FIG. 16BK 1

- ☐ ☐ ☒ Does receptionist have access to vehicle status information?  
☐ ☒ ☐ Does the receptionist answer the phone correctly?  
☐ ☒ ☐ Does the receptionist answer the phone within 3 rings?  
☒ ☐ ☐ Does the receptionist acknowledge walk-in customers within one minute?  
☒ ☐ ☐ Does the receptionist greet the customer as per training?  
☒ ☐ ☐ Does the receptionist find out the purpose of the customer's visit?  
☐ ☒ ☐ Does the receptionist offer the customer a refreshment?  
☐ ☒ ☐ Does the receptionist make the customer feel important?

Sub: 62.9 %

1 2 3 4 5 Screening

- ☐ ☒ ☐ Is there an initial questionnaire for the customer's pertinent information?  
☒ ☐ ☐ Does the customer fill out the form?  
☐ ☒ ☐ Does the receptionist fill out the form?  
☒ ☐ ☐ Does the questionnaire include insurance information?  
☐ ☒ ☐ Does the questionnaire specify if the customer a DRP?  
☐ ☒ ☐ Does the receptionist ask for the insurance company's appraisal?

Sub: 43.3 %

FIG. 16BK2

1 2 3 4 5 Customer Handoff

☐ ☐ ☐ ☐ ☐ Does the receptionist inform an estimator that a customer is waiting?

☐ ☐ ☐ ☐ ☐ Is the customer introduced to the estimator?

☐ ☐ ☐ ☐ ☐ Does the estimator greet the customer professionally?

☐ ☐ ☐ ☐ ☐ Does the estimator take charge of the process from this point?

Sub: 50.0 %

1 2 3 4 5 DRP Customer Relations

☐ ☐ ☐ ☐ ☐ Are estimators proactive about contacting customers provided under DRPs?

☐ ☐ ☐ ☐ ☐ Does the estimator know the most current results of any DRP audit?

☐ ☐ ☐ ☐ ☐ Is the percentage of customer's contacted to customers provided by DRPs over 70%?

☐ ☐ ☐ ☐ ☐ Do the estimators schedule DRP contacts within 7-9 days after receipt?

☐ ☐ ☐ ☐ ☐ Is one estimator responsible for all of the customers under a single DRP?

☐ ☐ ☐ ☐ ☐ Are estimators careful to only write what they see for all estimates?

☐ ☐ ☐ ☐ ☐ Does the estimator check agreed upon labor rates and parts discounts for that DRP?

☐ ☐ ☐ ☐ ☐ Do estimators tear-down DRP vehicles as necessary before estimating to minimize supplemnets?

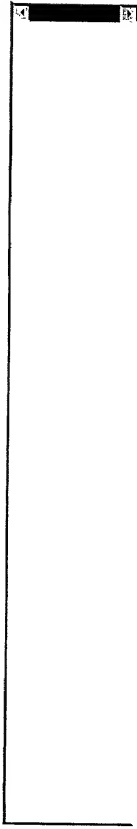
☐ ☐ ☐ ☐ ☐ Does the estimator transmit DRP estimates to the insurer in a timely manner?

Sub: 66.7 %

Total: 57.5 %

FIG.16BK3

Conclusions:



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FIG. 16BK4





# Refinish



- |                                  |                                  |                       |                                  |                                  |  |
|----------------------------------|----------------------------------|-----------------------|----------------------------------|----------------------------------|--|
| 1                                | 2                                | 3                     | 4                                | 5                                | Preparation  |
| <input type="radio"/>            | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/>            | <input type="radio"/>            | Does the technician solvent wash before sanding/scuffing?  |
| <input type="radio"/>            | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/>            | <input type="radio"/>            | Does the technician sand/scuff blend areas with 1200-1500 grit?                                      |
| <input type="radio"/>            | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/>            | <input type="radio"/>            | Does the technician inspect blend area for gloss and cut-through?                                    |
| <input type="radio"/>            | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/>            | <input type="radio"/>            | Does the technician ensure that the vehicle is masked to avoid tape edges?                           |
| <input type="radio"/>            | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/>            | <input type="radio"/>            | Does the technician ensure that the vehicle is masked to avoid overspray?                            |
| <input checked="" type="radio"/> | <input type="radio"/>            | <input type="radio"/> | <input type="radio"/>            | <input type="radio"/>            | Does the technician ensure that the vehicle is masked to avoid exposed (untaped) folds in the paper? |
| <input type="radio"/>            | <input type="radio"/>            | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/>            | Does the technician perform final blow of vehicle outside the booth?                                 |
| <input type="radio"/>            | <input type="radio"/>            | <input type="radio"/> | <input type="radio"/>            | <input checked="" type="radio"/> | Does the technician change vehicles immediately upon conclusion of cure/cool-down cycle?             |
| <input type="radio"/>            | <input type="radio"/>            | <input type="radio"/> | <input type="radio"/>            | <input checked="" type="radio"/> | Does the technician begin final preparation and repair procedures on new vehicle immediately?        |
| <input type="radio"/>            | <input type="radio"/>            | <input type="radio"/> | <input type="radio"/>            | <input checked="" type="radio"/> | Does the technician perform final wash and tack inside the booth?                                    |
| <input checked="" type="radio"/> | <input type="radio"/>            | <input type="radio"/> | <input type="radio"/>            | <input type="radio"/>            | Does the technician mix all materials according to manufacturers' recommendations?                   |
| <input type="radio"/>            | <input type="radio"/>            | <input type="radio"/> | <input type="radio"/>            | <input checked="" type="radio"/> | Does the technician use the gun set-ups recommended for the product (air cap, needle)?               |
| <input type="radio"/>            | <input type="radio"/>            | <input type="radio"/> | <input type="radio"/>            | <input checked="" type="radio"/> | Is the gun properly maintained?  |
| <input checked="" type="radio"/> | <input type="radio"/>            | <input type="radio"/> | <input type="radio"/>            | <input type="radio"/>            | Does the technician use value-shaded sealer?   |

Sub: 60.0 %

FIG. 16BL 1

1	2	3	4	5	Application
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Does the technician allow proper flash times?
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Does the technician tack paper (vehicle if necessary) between coats (sealer and base)?
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Does the technician mix the appropriate amount of materials for the repair?
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Does the technician use the proper adhesion promotion for mid-coats and blends?
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Does the technician using materials appropriate for temperature and humidity?
<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Does the technician use appropriate spray techniques:
<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	50% overlap?
<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Following wet edge?
<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Apply medium-wet coats?
<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Avoiding overloading lips of seams?
<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Does the technician use blending solution for blending basecoat?
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Does the technician use the correct clearcoat for the type of repair?
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Does the technician properly dispose of waste material?
Sub:				55.4 %	

FIG. 16BL2





# Body Repair

Tear Down				
1	2	3	4	5
<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Disconnects all wiring harnesses for panel prior to removing panel?				
<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Removes bolts in alternating pattern to avoid stress damage to bolts/threads?				
<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Stores reassembly parts in an organized, identifiable manner?				
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Does the technician inspect for supplement against the repair order?				
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Are removed panels disassembled for reassembly components?				
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Are damaged components (or components that cannot be removed) ordered immediately?				
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Are disassembled panels inspected for any remaining reassembly components?				
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Sub: 68.6 %				
Panel Installation				
1	2	3	4	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are bolts tightened in an alternating pattern to distribute stress correctly?				
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Does technician verify seams and gaps around the panel prior to final bolt tightening?				
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Does the technician use weld through primer on welded on parts?				
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Does the technician mask glass, trim and interior before welding?				
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Does the technician match the number and distribution of factory spot welds?				
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

FIG. 16BM1

<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Does the technician verify measurements with a frame ruler before welding?
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Does the technician finish weld-grinding and hammering marks with body filler?
<b>Sub: 71.4 %</b>					
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	Body Filler
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Does the technician remove decals, trim and glue residue before grinding?
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Does the technician solvent wash the area before grinding?
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Does the technician verify the integrity of welds on body-filler panels?
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Does the technician straighten the metal before applying body filler?
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Does the technician inspect the repair area for high spots in the sheet metal before filling?
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Does the technician mix the body filler in the correct ratio?
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Does the technician squeeze or "tint" air bubbles out of the filler repair area?
<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Does the technician finish the shape and contour of the filler to the panel in 80-grit?
<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Does the technician finish the filler repair area so that no filler overlaps the existing finish?
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Does the technician finish the filler repair area in 180-grit to a proper featheredge?
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Does the technician inspect for and correct pinholes in the filler?
<b>Sub: 50.9 %</b>					

FIG. 16BM2

1 2 3 4 5 Cut In Parts

c c c c c Does the technician communicate requirements for cut in parts to the paint department?

c c c c c Does the technician receive status information on cut in parts from the paint department?

Sub: 40.0 %

Total: 60.0 %

Conclusions:

--	--

Submit

Scores

Graphs

Conclusions

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FIG. 16BM3



# Safety

1	2	3	4	5	Fire Inspection
c	c	o	c	c	Are evacuation diagrams posted throughout the shop?
c	c	o	c	c	Is fire evacuation training documented?
c	c	c	o	c	Are power cords properly grounded?
c	c	c	c	o	Are there any power cords with exposed wiring?
c	c	c	c	o	Are portable fire extinguishers provided in adequate number and type?
c	c	c	o	c	Are fire extinguishers inspected in the proper time frame and noted on the tag?
c	c	c	o	c	Are fire extinguishers mounted in readily accessible locations?
c	c	c	o	c	Are fire doors unobstructed and protected against obstruction?
c	c	c	c	o	Are fire doors in good operating condition?
c	c	c	c	o	Is fire alarm tested annually?
o	c	c	c	c	Is the fire department acquainted with shop location and hazards?
Sub: 78.2 %					
1	2	3	4	5	Compressed Air Systems
c	c	c	c	o	Are compressors equipped with relief valves and gauges?
c	c	c	c	o	Are air filters installed in compressor intake?

FIG. 16BN1

<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Are safety devices on compressor checked regularly?
Sub: 73.3 %					
1	2	3	4	5	Exit Doors
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Do exit doors open in the direction of travel?
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Are windows that could be mistaken as exit doors made inaccessible?
<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Are all exit doors marked with appropriate EXIT signs?
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Are exit doors unlocked during hours of operation?
Sub: 65.0 %					
1	2	3	4	5	Spraying Operations
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Is adequate ventilation assured before outside spraying operations?
<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Is mechanical ventilation provided when spraying within an enclosed environment?
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Is the spraying conducted at least 20 feet from flames, sparks or ignition sources?
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Is approved respiratory equipment provided used during all spraying operations?
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Are No Smoking signs posted in the paint rooms, paint storage, and spray areas?
Sub: 60.0 %					
1	2	3	4	5	OSHA HotPoints
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Is a Written Respiratory Protection Program on location and available?
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Are employees fully trained on Right to Know?
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Is a Written hazard communication Program on location and available?
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Are employees fit-tested annually in the proper use of their respirator?

FIG.16BN2



<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Are MSDS for all hazardous materials in the shop present?
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Is a fire evacuation plan posted in the shop?
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Is a Load Limit sign placed in overhead storage spaces?
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Is an Accident Log (Form 200) maintained?
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Are hazardous containers labeled properly?
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Is an inventory of hazardous materials maintained?
Sub:	58.0	%			
1	2	3	4	5	Employer Posting
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Is the required OSHA workplace poster(s) displayed in a prominent position?
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Are emergency telephone numbers posted where they can be easily found?
<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Are MSDS made readily available?
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Is the summary of occupational illness and injuries posted annually in February?
Sub:	65.0	%			
1	2	3	4	5	Safety and Health Program
<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Does the shop have an active safety and health program in operation?
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Is one person clearly responsible for the overall program?
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Does the shop have a monthly safety meeting with written summaries?
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Does the shop have a procedure for employee safety complaints?
Sub:	70.0	%			

FIG. 16BN3

- |                       |                                  |                                  |                       |                                  |  |
|-----------------------|----------------------------------|----------------------------------|-----------------------|----------------------------------|--|
| 1                     | 2                                | 3                                | 4                     | 5                                | Personal Protective Equipment and Clothing                       |
| <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/>            | <input type="radio"/> | <input type="radio"/>            | Are protective goggles or face shields provided and worn?        |
| <input type="radio"/> | <input type="radio"/>            | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/>            | Are safety glasses required worn at all times in work areas?     |
| <input type="radio"/> | <input type="radio"/>            | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/>            | Are protective gloves, aprons and shields provided to employees? |
| <input type="radio"/> | <input type="radio"/>            | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/>            | Is appropriate foot protection required in work areas?           |
| <input type="radio"/> | <input type="radio"/>            | <input type="radio"/>            | <input type="radio"/> | <input checked="" type="radio"/> | Are approved respirators provided for use where needed?          |

Sub: 64.0 %

Total: 67.0 %

Conclusions:



## Vehicle Delivery



1	2	3	4	5	
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Are customers called as a reminder that their vehicle is ready for delivery?
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Is every effort made to complete vehicle delivery before 5PM?
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Are all Quality Control inspections passed before vehicle delivered?
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Is the original estimate and supplements used to explain repairs made to the customer?
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Are all the charges on the final RO explained to the customer?
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Does the customer sign a detailed invoice before receiving their vehicle?
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Is payment taken in full before vehicle is delivered?
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Is there a standard procedure for inspecting the rental or courtesy car upon return?
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Is the procedure carried out?
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Is the customer allowed to inspect their vehicle in a well-lit, comfortable environment?
<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Are customer objections dealt with immediately to "complete customer satisfaction"?
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Is the customer given a customer satisfaction survey to fill out?
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Does the shop have a come-back policy prioritizing come-backs?
Total:					72.3 %

FIG. 16BP1

Conclusions:

--	--

Submit

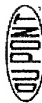
Scores

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Conclusions

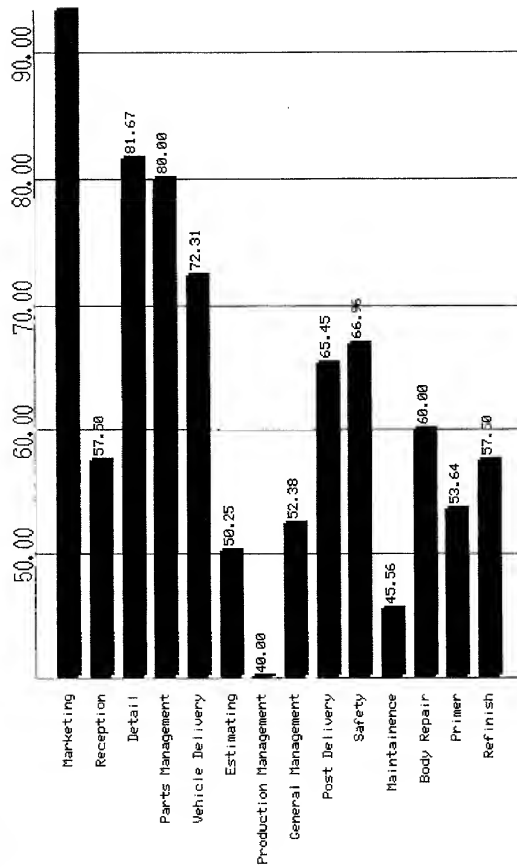
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FIG. 16BP2



science and  
technology

## Graph



Scores

Conclusions

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FIG.16C



# Conclusions

science and  
biology

## Marketing

Conclusions:

## Reception

Conclusions:

## Estimating

Conclusions:

## Production Management

Conclusions:

## Parts Management

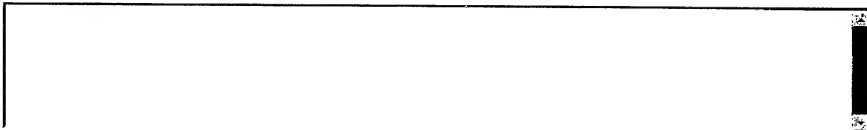
Conclusions:

FIG. 16DA

00871414 062201  
102290 1112880

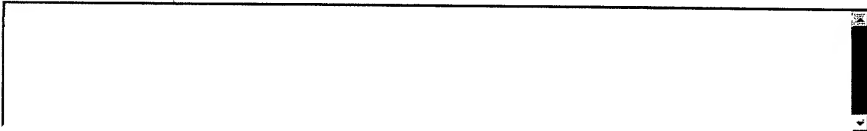
## General Management

**Conclusions:**



## Vehicle Delivery

**Conclusions:**



## Post Delivery

**Conclusions:**



## Safety

**Conclusions:**



## Maintenance

**Conclusions:**



**FIG. 16DB**

102290-1147860

## Body Repair

Conclusions:



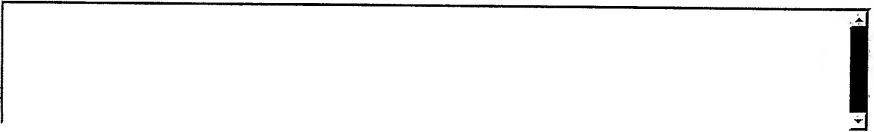
## Primer

Conclusions:



## Refinish

Conclusions:



## Detail

Conclusions:



Scores:

Graphs

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FIG. 16DC

09887444-062201



FD2290" 41142860



# Customer Menu



Capacity Planner	Sales Potential	DRP Analyzer	Run Charts	Layout Design and Planner	Benchmarking
Business Valuation	Process Audit	Paint Department Optimizer	Sales and Production Tracker	Team Pay Calculator	Work In Process
Edit Personal Info					
<u>Purpose</u>   <u>Background</u>   <u>Data Needed for Input</u>   <u>How to Use</u>   <u>Understanding the Output</u>   <u>Dupont Services</u>					
Go To Work In Process Application					

FIG. 17A



# Work In Process Report

science and  
biology

RO #	Customer Name	Vehicle Type	Date in	Promised Date out	Projected Last Date Out	Current Customer Location	\$ Volume	Insurance Co	Current Technician	Parts \$	Body Paint	Fra Hr	Hr
123	Tom	Ford	5/10/01	5/15/01	5/17/01	5/15/01	Body	\$1500	All State	bob	\$700	6	12
1	blake	toyota	1/1/00	1/1/00	2/1/00	1/1/00	Body	\$800	State Farm	jims	\$800	40	40
400	Jim G	Toyota Avalon	9/19/00	9/22/00	9/22/00	9/20/00	Body	\$1500	All State	Joe	\$500	10	10
3	blake	celica	1/1/00	1/1/00	1/1/00	1/1/00	Customer	\$750	State Farm	bob	\$750	40	40
5	blake	celica	1/1/00	1/1/00	1/1/00	1/1/00	Customer	\$400	All State	kim	\$300	40	40
6	blake	tercel	1/1/00	1/1/00	1/1/00	1/1/00	Customer	\$300	State Farm	kim	\$200	40	40
7	mile	tercel	3/3/00	3/10/00	3/15/00	3/5/00	Frame	\$500	Farmers	joe	\$700	35	35

Add ROs

Edit ROs

View Completed RO Report

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FIG. 17B



## Work In Process Info Add



RO #

Customer Name

Vehicle Type

Date in

Promised Date out

S Volume

Insurance Co

Parts \$

Body Hr

Paint Hr

Frame Hr

Mech Hr

Notes

Submit

Edit ROs

View RO Reports

View Completed RO Report

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FIG. 17C



# Work In Process Info Edit



Complete? RO #	Customer Name	Vehicle Type	Date in	Promised Date out	Projected Date Out	Last Called Customer	Current Location	\$ Volume	Insurance Co	Current Technician	Parts \$
<input type="checkbox"/>	1 blake	toyota	1/1/00	1/1/00	2/1/00	1/1/00	Body	\$800	State Farm	jims	\$800
<input type="checkbox"/>	3 blake	celica	1/1/00	1/1/00	1/1/00	1/1/00	Customer	\$750	State Farm	bob	\$750
<input type="checkbox"/>	5 blake	celica	1/1/00	1/1/00	1/1/00	1/1/00	Customer	\$400	All State	kim	\$300
<input type="checkbox"/>	6 blake	tercel	1/1/00	1/1/00	1/1/00	1/1/00	Customer	\$300	State Farm	kim	\$200
<input type="checkbox"/>	400 Jim G	Toyota Avalon	9/19/00	9/22/00	9/22/00	9/20/00	Body	\$1,500	All State	Joe	\$500
<input type="checkbox"/>	7 mike	tercel	3/3/00	3/10/00	3/15/00	3/5/00	Frame	\$500	Farmers	Joe	\$700
<input type="checkbox"/>	123 Tom	Ford	5/10/01	5/15/01	5/17/01	5/15/01	Body	\$1,500	All State	bob	\$700

[Submit](#)
[Add ROs](#)

[View RO Report](#)
[View Completed RO Report](#)

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FIG. 17D



## Completed RO Report

There are no completed ROs for this month and year. Please choose a different date.

**Projected Date Out (Month/Year)**

[Change Month/Year](#)

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FIG. 17E



## Status Report

Ro #

Item ID #

Check Status

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FIG. 17F



# Status Report

Ro #

Item ID #

Check Status

RO # 1

Customer Name blake

Vehicle Type toyota

Date in 1/1/2000

Promised Date out 1/1/2000

\$ Volume 800

Insurance Co State Farm

Parts \$ 800

Body Hr 40

Paint Hr 40

Frame Hr 40

Mech Hr 40

Notes

FIG. 17C